



**Report on Patients' Experiences
60th Medical Group - Travis Air Force Base
Adult Inpatient Survey**

Patients discharged: July 1, 2001 - September 30, 2001

60th Medical Group - Travis Air Force Base

Executive Summary - Adult Inpatient Survey

METHODOLOGY:

This report summarizes an Adult Inpatient Survey of 60th Medical Group - Travis Air Force Base (TAFB) patients discharged between July 1, 2001 and September 30, 2001. This report compares the results of the survey for 60th Medical Group - Travis Air Force Base to the results of Military Health System as well as to the results from other surveys Picker has conducted.

This report is designed to identify key opportunities for improving patients' experiences. Patient responses are summarized as problem scores. Responses that indicate a negative experience are labeled as problem scores. In general, somewhat negative responses are also included as problems in these scores. For example, a patient response of "Yes – sometimes" to the question "Did you have confidence and trust in the doctors treating you?" is included as a problem. Dimension-level scores summarize responses to several questions.

SUMMARY FINDINGS:

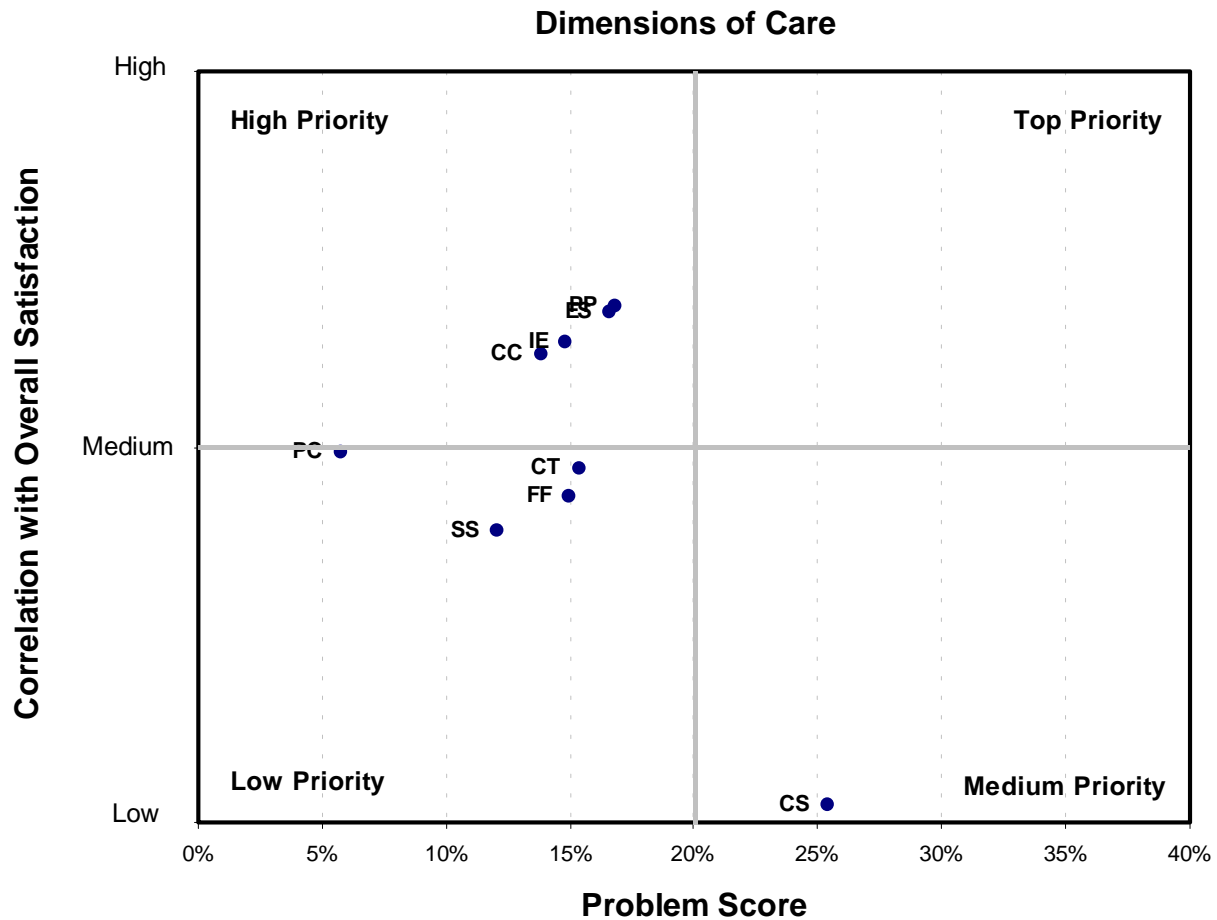
Overall Satisfaction	MHS Overall	TAFB Overall	TAFB Medicine	TAFB Surgery	TAFB Childbirth
Overall Rating (Percent Excellent)	45.5%	57.8%	46.2%	79.5% *	38.1%
Would definitely recommend	59.6%	78.0% *	75.3%	90.9% *	57.1%

Dimensions	MHS Overall	TAFB Overall	TAFB Medicine	TAFB Surgery	TAFB Childbirth
All Dimensions Combined	20.5%	14.3% *	15.4% *	10.6% *	19.5%
Respect for Patient Preferences	21.5%	16.8% *	18.8%	11.9% *	22.6%
Coordination of Care	20.7%	13.8% *	15.7% *	8.0% *	21.9%
Information and Education	21.7%	14.8% *	19.2%	9.4% *	16.1%
Physical Comfort	10.4%	5.7% *	4.5% *	4.1% *	11.9%
Emotional Support	24.2%	16.6% *	18.6%	11.9% *	21.8%
Involvement of Family and Friends	21.3%	14.9% *	14.3% *	11.7% *	23.0%
Continuity and Transition	23.3%	15.4% *	16.7% *	15.1% *	13.1% *
Surgery-Specific	15.1%	12.1%		12.1%	
Childbirth-Specific	28.1%	25.4%			25.4%

* Statistically significantly different from MHS Overall Average

60th Medical Group - Travis Air Force Base

Executive Summary - Adult Inpatient Survey



PP = Respect for Patient Preferences
 CC = Coordination of Care
 IE = Information and Education
 PC = Physical Comfort
 ES = Emotional Support
 FF = Involvement of Family and Friends
 CT = Continuity and Transition
 SS = Surgery-Specific
 CS = Childbirth-Specific

Top Priority: score $\geq 20\%$ and corr. ≥ 0.4
 High Priority: score $< 20\%$ and corr. ≥ 0.4
 Medium Priority: score $\geq 20\%$ and corr. < 0.4
 Low Priority: score $< 20\%$ and corr. < 0.4

Patients discharged: July 1, 2001 - September 30, 2001

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Key Strengths

	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<i>Dimensions</i>			
Physical Comfort	5.7%	223	0.394
<i>Respect for Patient Preferences</i>			
Q18/15. Did nurses talk in front of you as if you weren't there?	9.9%	223	0.344
<i>Information and Education</i>			
Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	5.8%	223	0.232
<i>Physical Comfort</i>			
Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?	1.3%	223	0.083
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	2.7%	223	0.158
Q36/39. Do you think that the hospital staff did everything they could to help control your pain?	9.0%	223	0.382
Q37/40. Overall, how much pain medicine did you get?	4.5%	223	0.155
<i>Emotional Support</i>			
Q49/48. Did you get as much help as you wanted from someone on the hospital staff in figuring out how to pay your hospital bill?	9.4%	223	0.165
<i>Involvement of Family and Friends</i>			
Q24/21. How much information about your condition or treatment was given to your family or someone close to you?	3.6%	223	0.312
<i>Continuity and Transition</i>			
Q43/42. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?	7.8%	218	0.263

Patients discharged: July 2001 - September 2001

* Highly Correlated (corr. ≥ 0.4) with Overall Satisfaction

The Picker Institute recognizes problem scores of 10% or lower as Key Strengths.

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Key Strengths

	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<i>Surgery-Specific</i>			
Q39/-. Did the surgeon explain the risks and benefits of the surgery in a way you could understand?	4.7%	85	0.116
Q40/-. Did the surgeon or any of your other doctors answer your questions about the surgery in a way you could understand?	8.2%	85	0.114
<i>Childbirth-Specific</i>			
Q-/41. Did you get enough information about caring for the baby?	9.5%	42	0.221
<i>Overall Impression</i>			
* Q7/4. How would you rate the courtesy of the staff who admitted you?	4.0%	223	0.407
* Q13/10. How would you rate the courtesy of your doctors?	2.7%	223	0.594
* Q14/11. How would you rate the availability of your doctors?	4.9%	223	0.488
* Q19/16. How would you rate the courtesy of your nurses?	4.0%	223	0.602
* Q20/17. How would you rate the availability of your nurses?	5.4%	223	0.596
* Q50/49. How would you rate how well the doctors and nurses worked together?	2.7%	223	0.514
Q51/50. Overall, how would you rate the care you received at the hospital?	2.7%	223	--

Patients discharged: July 2001 - September 2001

* Highly Correlated (corr. ≥ 0.4) with Overall Satisfaction

The Picker Institute recognizes problem scores of 10% or lower as Key Strengths.

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Areas for Improvement

	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<i>Dimensions</i>			
Childbirth-Specific	25.4%	42	0.006
<i>Respect for Patient Preferences</i>			
Q22/19. Did you have enough say about your treatment?	31.4%	223	0.370
<i>Coordination of Care</i>			
Q29/26. Were your scheduled tests and procedures performed on time?	20.2%	223	0.291
<i>Information and Education</i>			
* Q3/- . While you were in the emergency room, did you get enough information about your medical condition and treatment?	23.3%	90	0.491
Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	20.2%	223	0.356
<i>Emotional Support</i>			
Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	21.1%	223	0.323
* Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	23.3%	223	0.452
<i>Involvement of Family and Friends</i>			
Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?	21.5%	223	0.260
<i>Surgery-Specific</i>			
* Q41/- . Did a doctor or nurse tell you accurately how you would feel after surgery?	22.4%	85	0.423

Patients discharged: July 2001 - September 2001

* Highly Correlated (corr. ≥ 0.4) with Overall Satisfaction

The Picker Institute recognizes problem scores of 20% or higher as Areas for Improvement.

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Areas for Improvement

	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<i>Childbirth-Specific</i>			
Q-/30. Did your doctor or midwife discuss your options for pain control during the labor and delivery with you?	26.2%	42	0.047
Q-/31. Did you have enough say about your pain control during labor and delivery?	28.6%	42	-0.084
Q-/33. Did a doctor, midwife or nurse tell you accurately how you would feel after your delivery?	61.9%	42	0.013

Patients discharged: July 2001 - September 2001

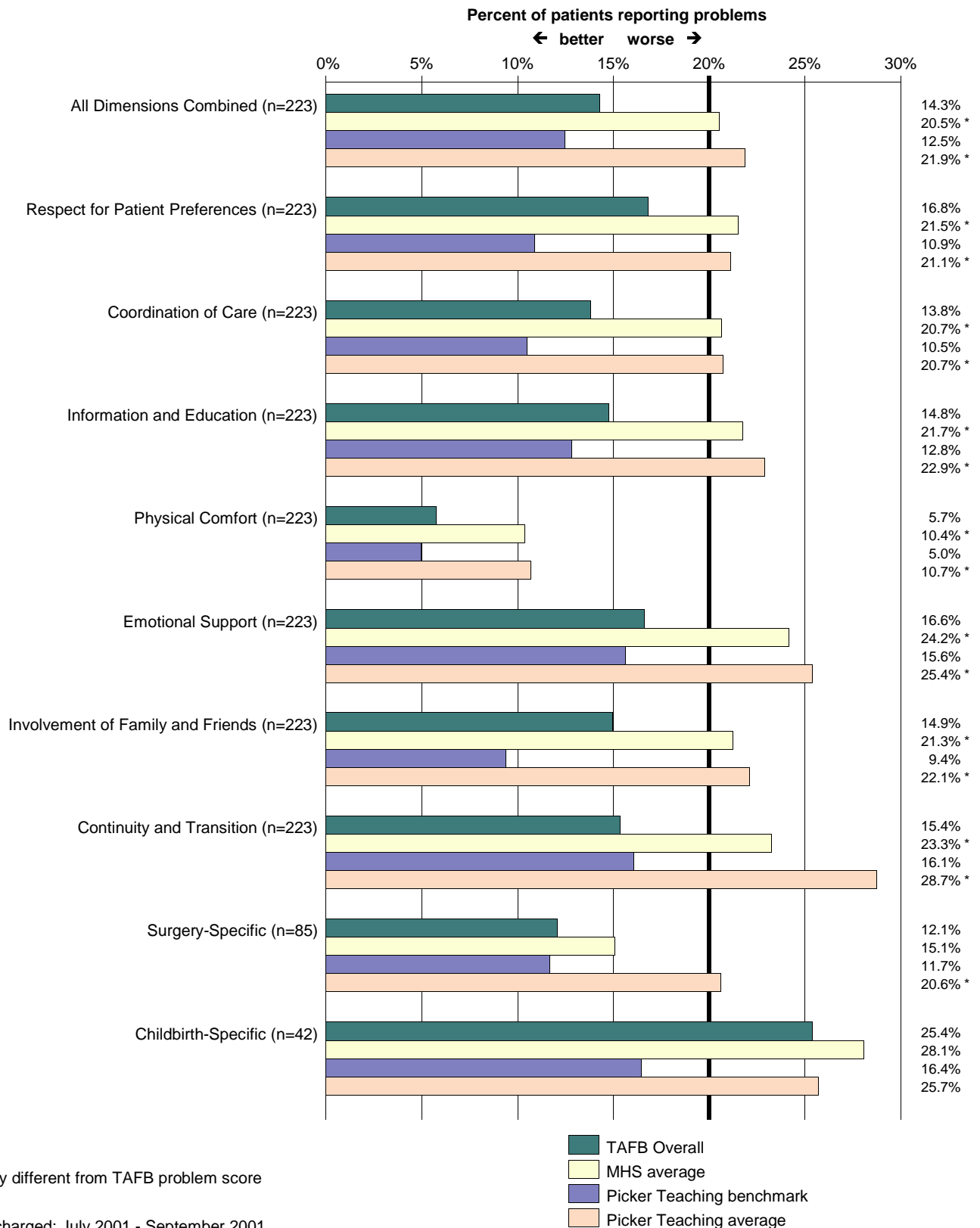
* Highly Correlated (corr. ≥ 0.4) with Overall Satisfaction

The Picker Institute recognizes problem scores of 20% or higher as Areas for Improvement.

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Overall Comparisons

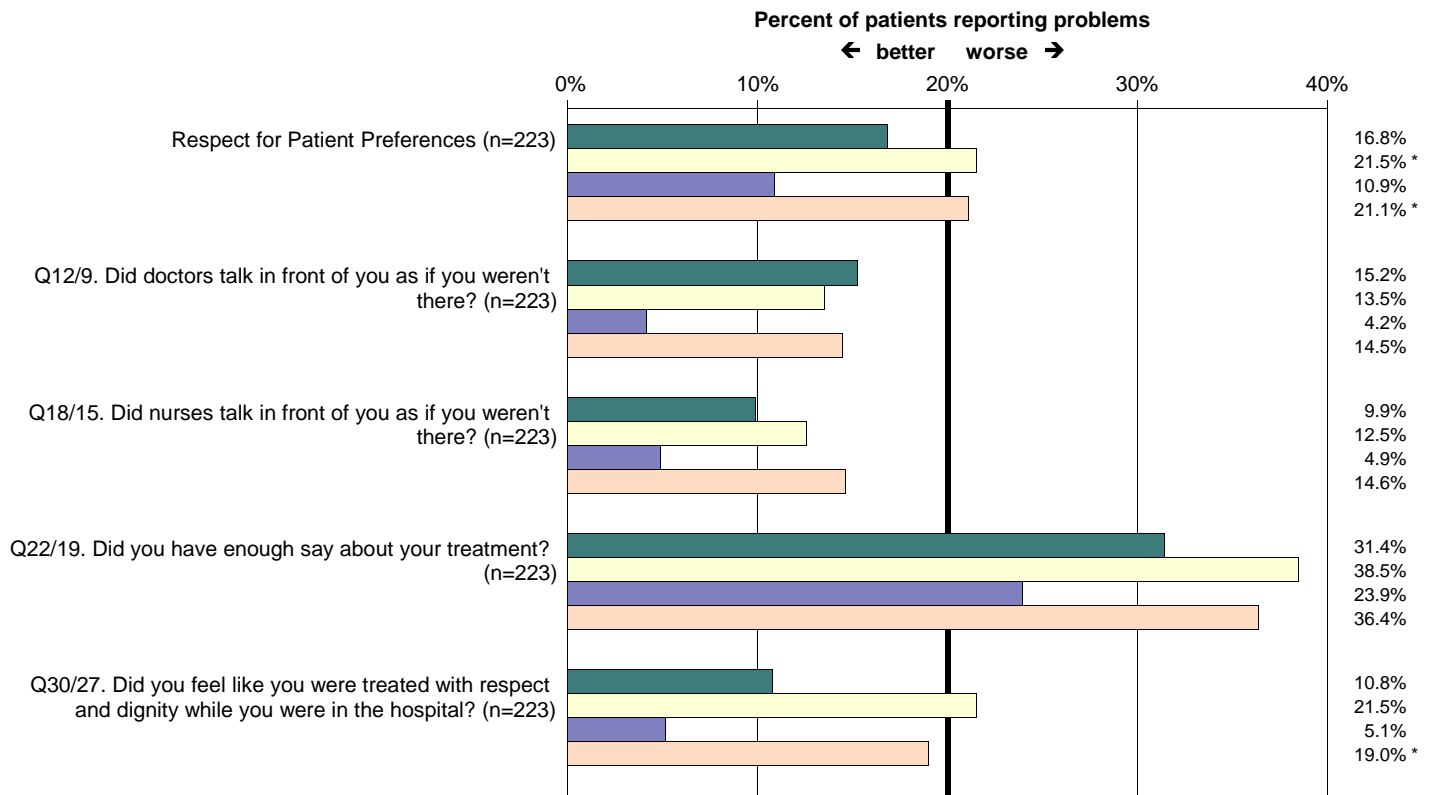
Dimensions



60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Overall Comparisons

Respect for Patient Preferences



* Significantly different from TAFB problem score

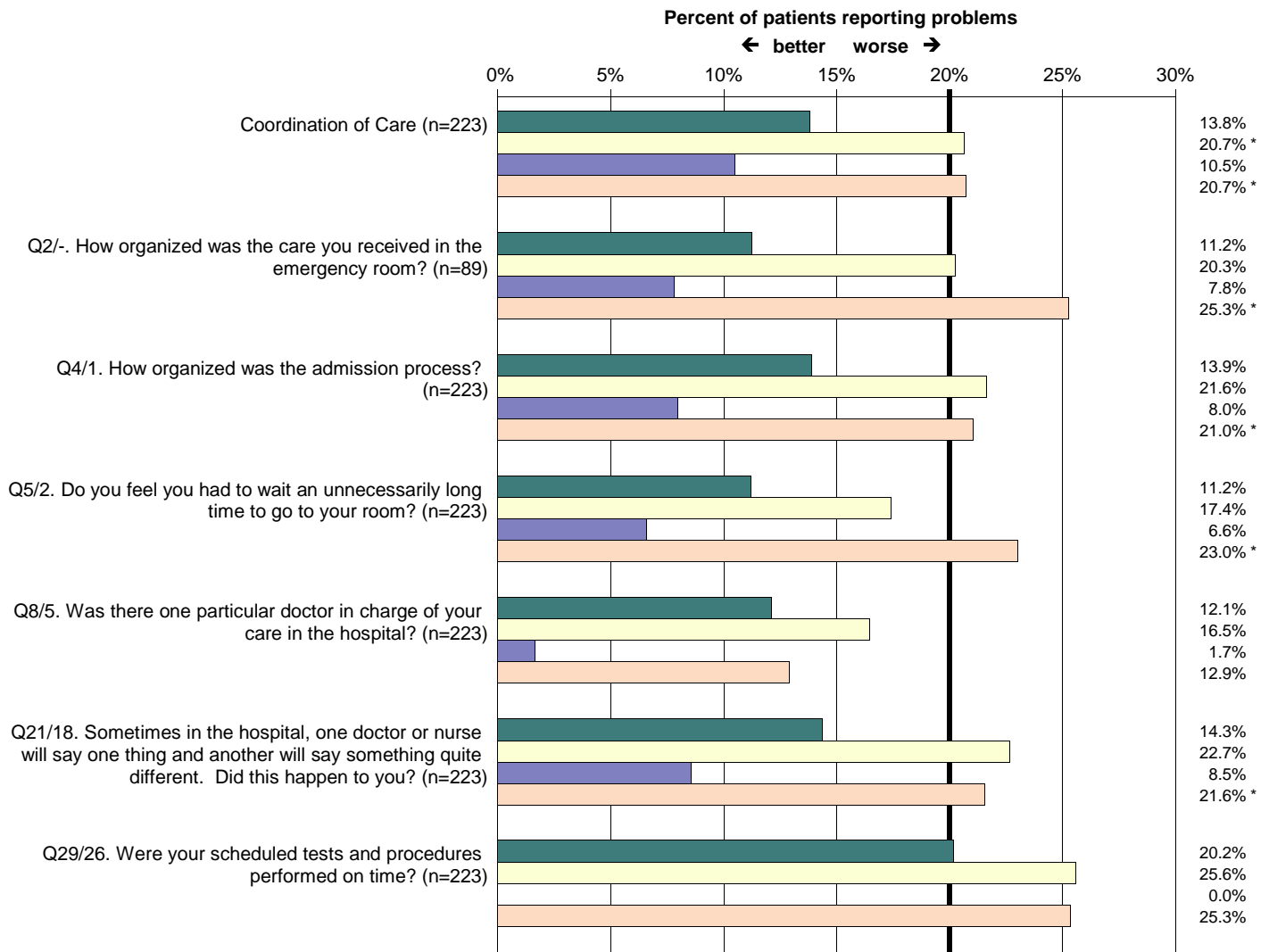
Patients discharged: July 2001 - September 2001

■ TAFB Overall
■ MHS average
■ Picker Teaching benchmark
■ Picker Teaching average

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Overall Comparisons

Coordination of Care



* Significantly different from TAFB problem score

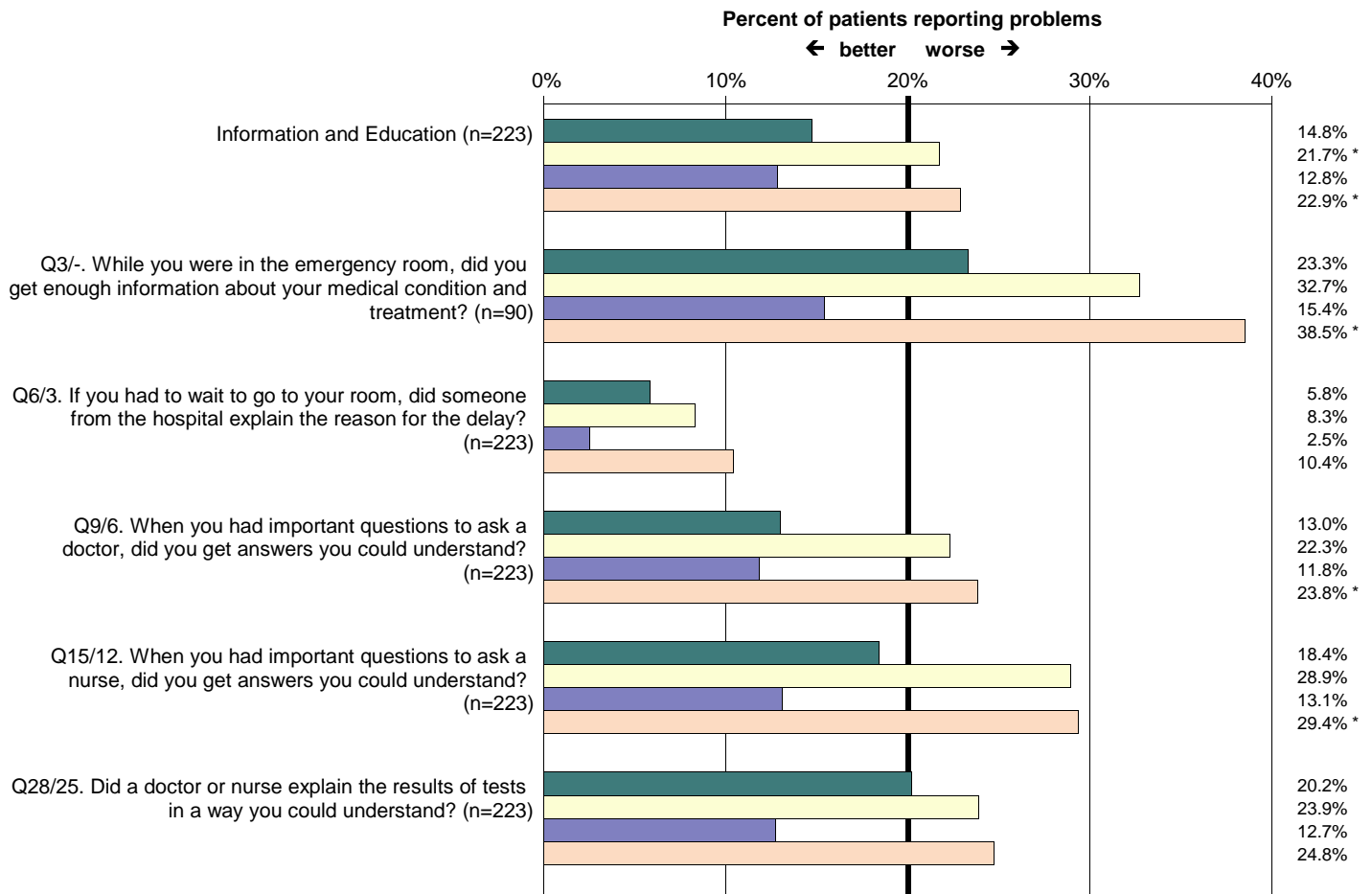
Patients discharged: July 2001 - September 2001

■ TAFB Overall
■ MHS average
■ Picker Teaching benchmark
■ Picker Teaching average

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Overall Comparisons

Information and Education



* Significantly different from TAFB problem score

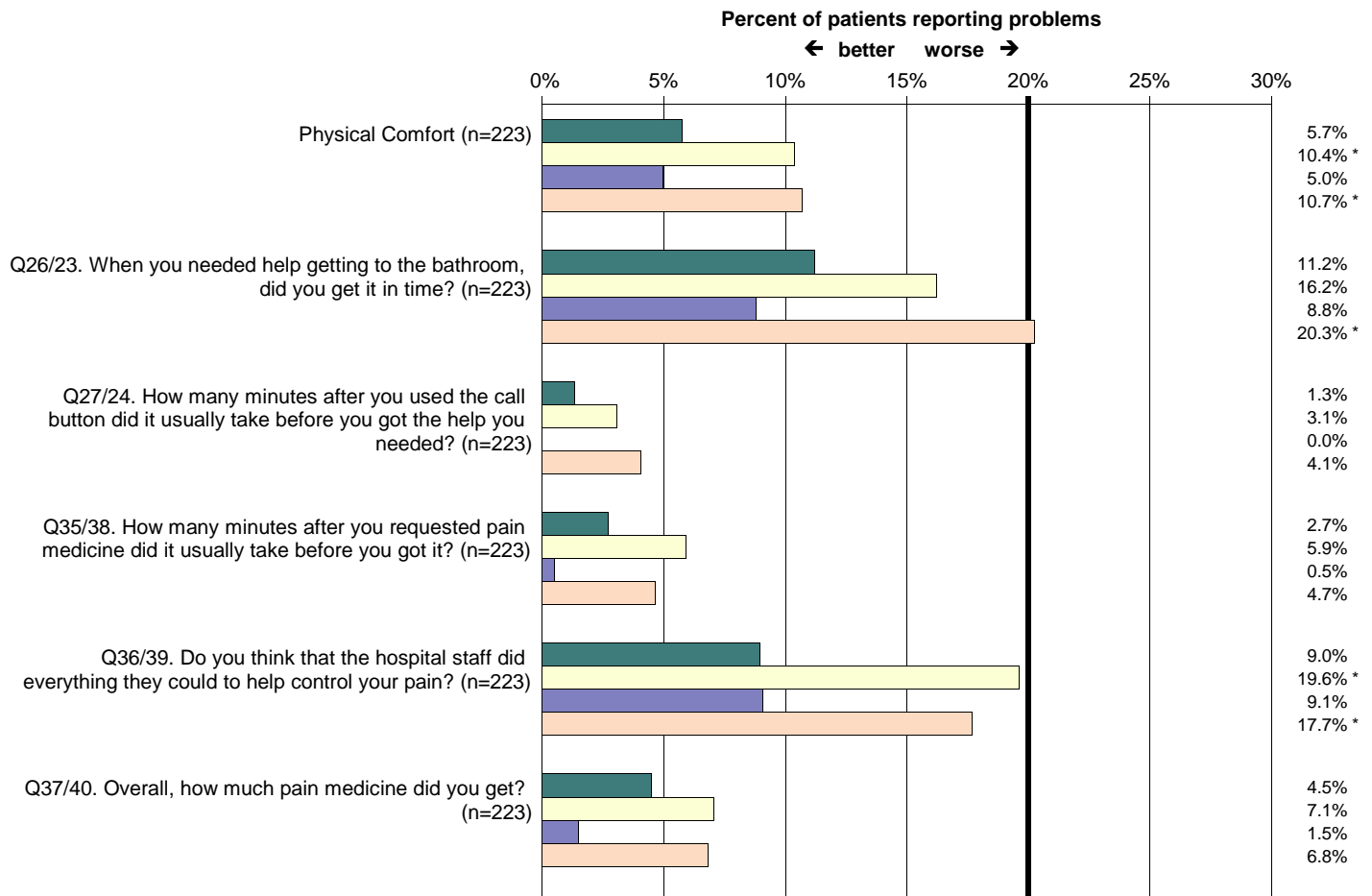
Patients discharged: July 2001 - September 2001

■ TAFB Overall
■ MHS average
■ Picker Teaching benchmark
■ Picker Teaching average

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Overall Comparisons

Physical Comfort



* Significantly different from TAFB problem score

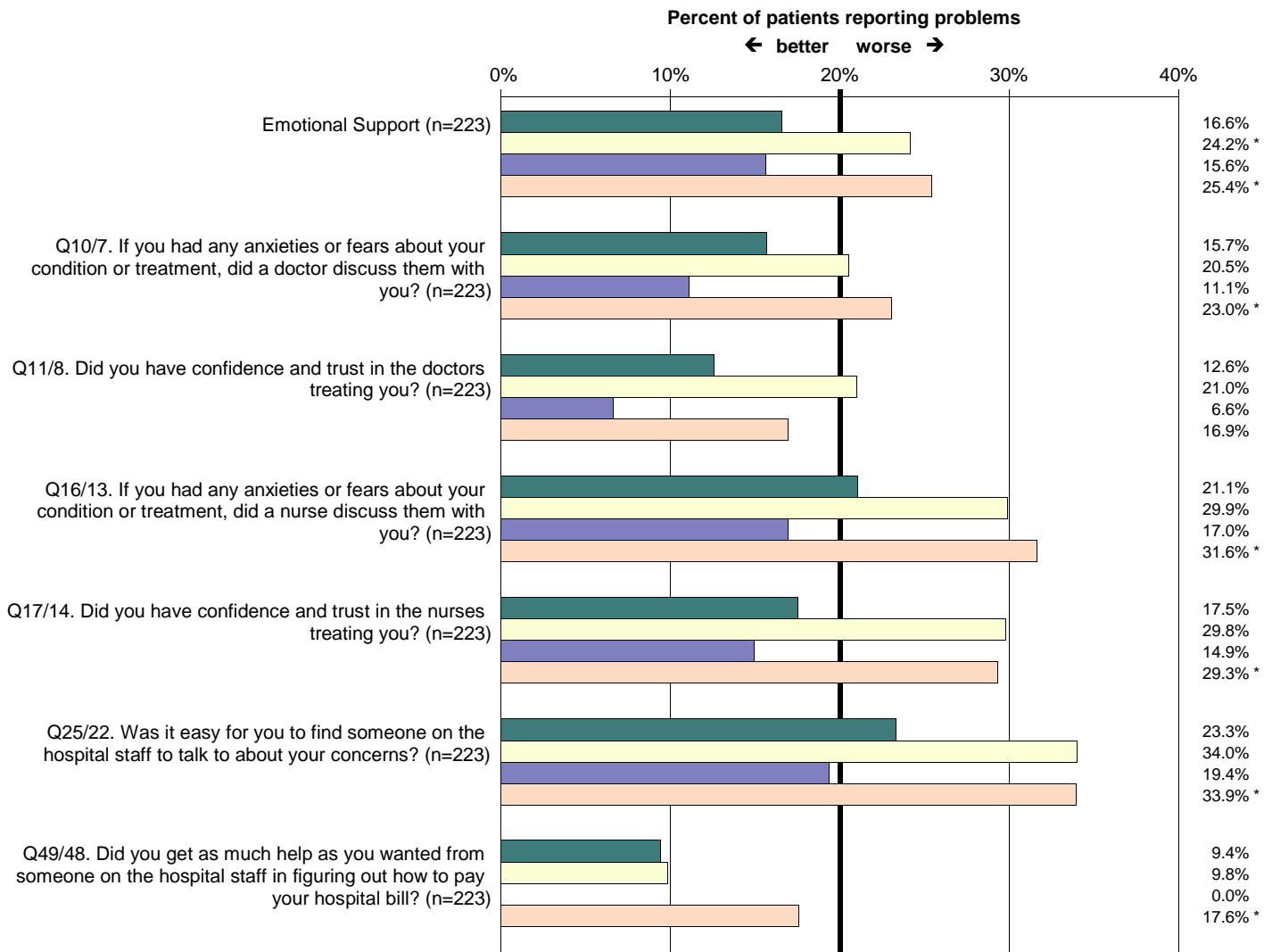
Patients discharged: July 2001 - September 2001

TAFB Overall
 MHS average
 Picker Teaching benchmark
 Picker Teaching average

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Overall Comparisons

Emotional Support



* Significantly different from TAFB problem score

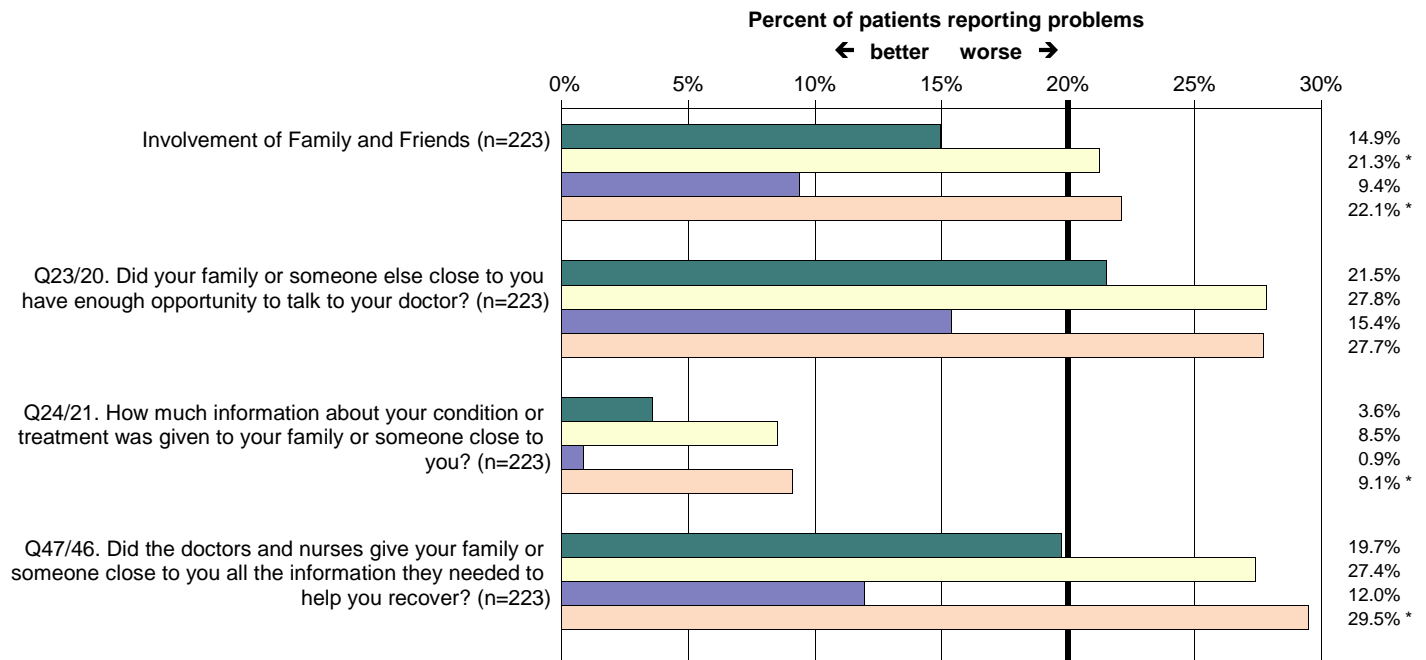
Patients discharged: July 2001 - September 2001

■ TAFB Overall
■ MHS average
■ Picker Teaching benchmark
■ Picker Teaching average

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Overall Comparisons

Involvement of Family and Friends



* Significantly different from TAFB problem score

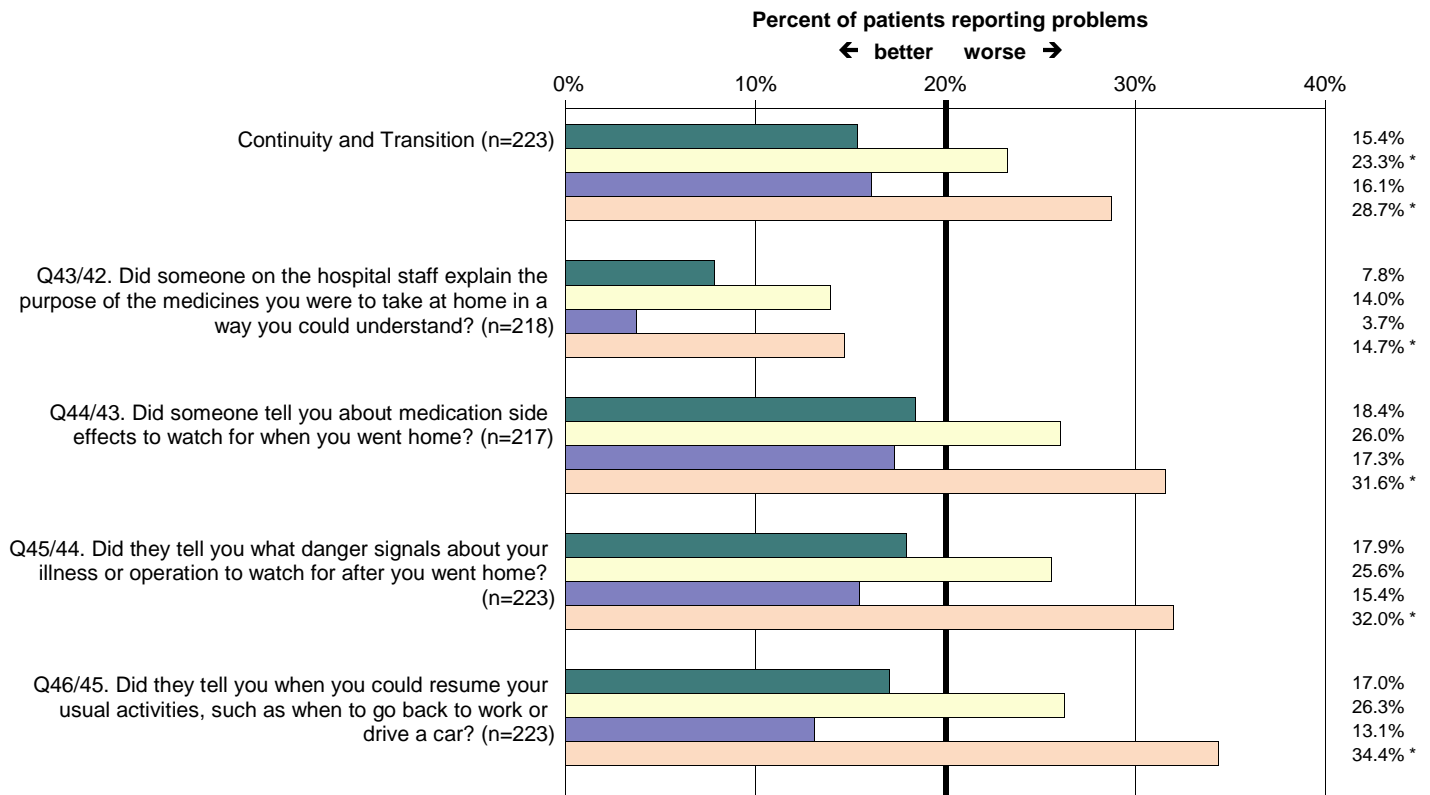
Patients discharged: July 2001 - September 2001

TAFB Overall
 MHS average
 Picker Teaching benchmark
 Picker Teaching average

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Overall Comparisons

Continuity and Transition



* Significantly different from TAFB problem score

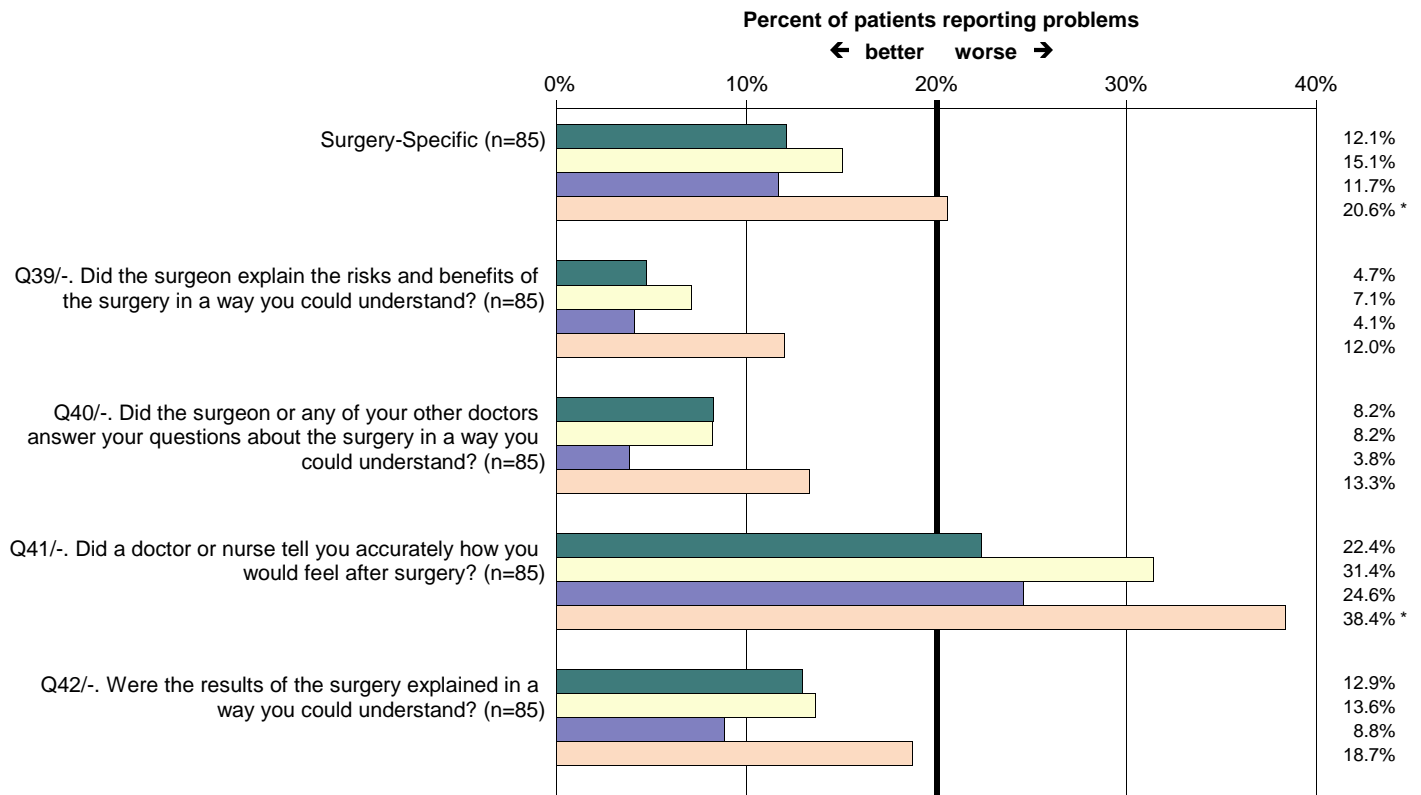
Patients discharged: July 2001 - September 2001

TAFB Overall
 MHS average
 Picker Teaching benchmark
 Picker Teaching average

60th Medical Group - Travis Air Force Base





Adult Inpatient Survey - Overall Comparisons

Surgery-Specific



* Significantly different from TAFB problem score

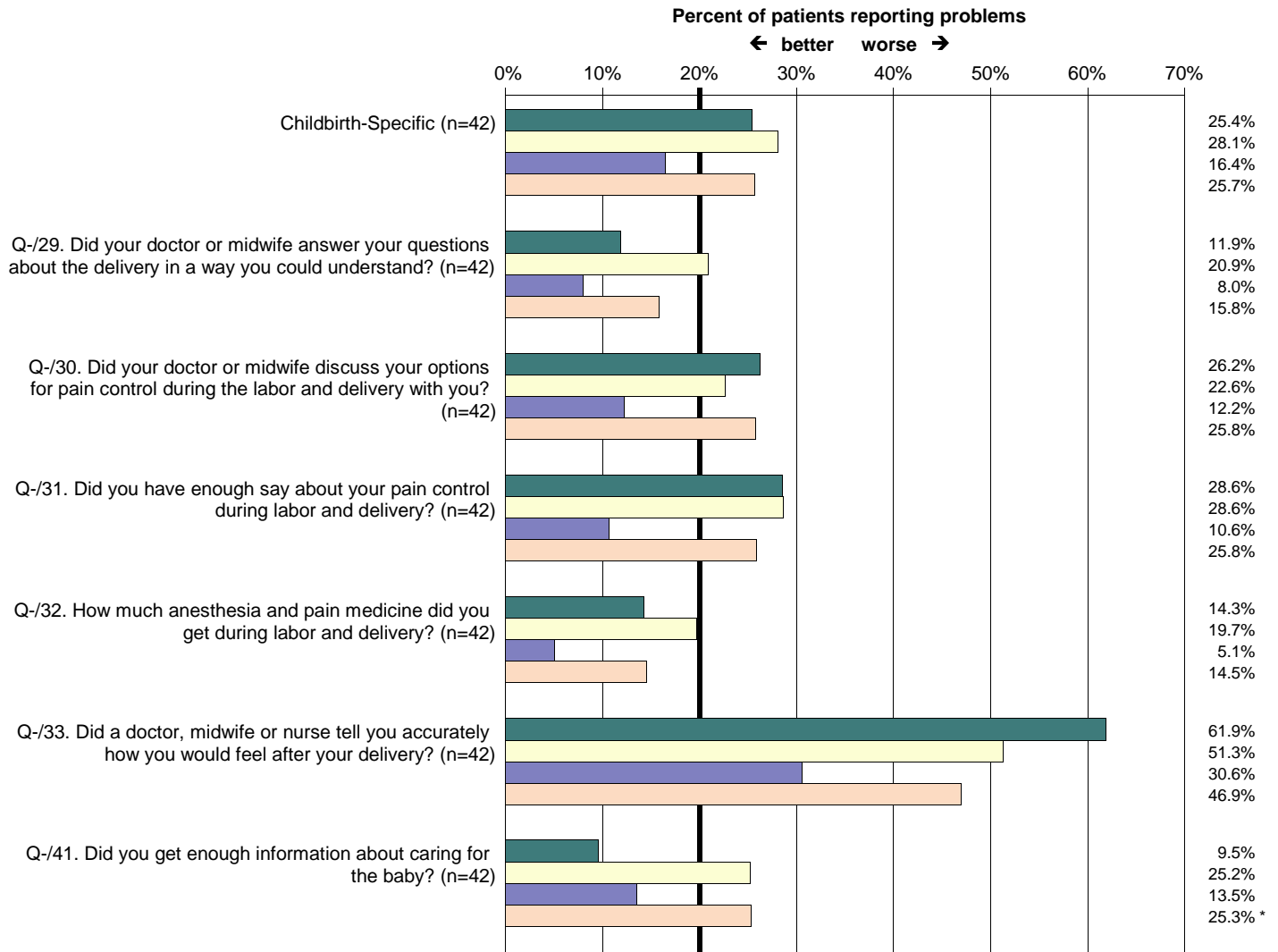
Patients discharged: July 2001 - September 2001

 TAFB Overall
 MHS average
 Picker Teaching benchmark
 Picker Teaching average

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Overall Comparisons

Childbirth-Specific



* Significantly different from TAFB problem score

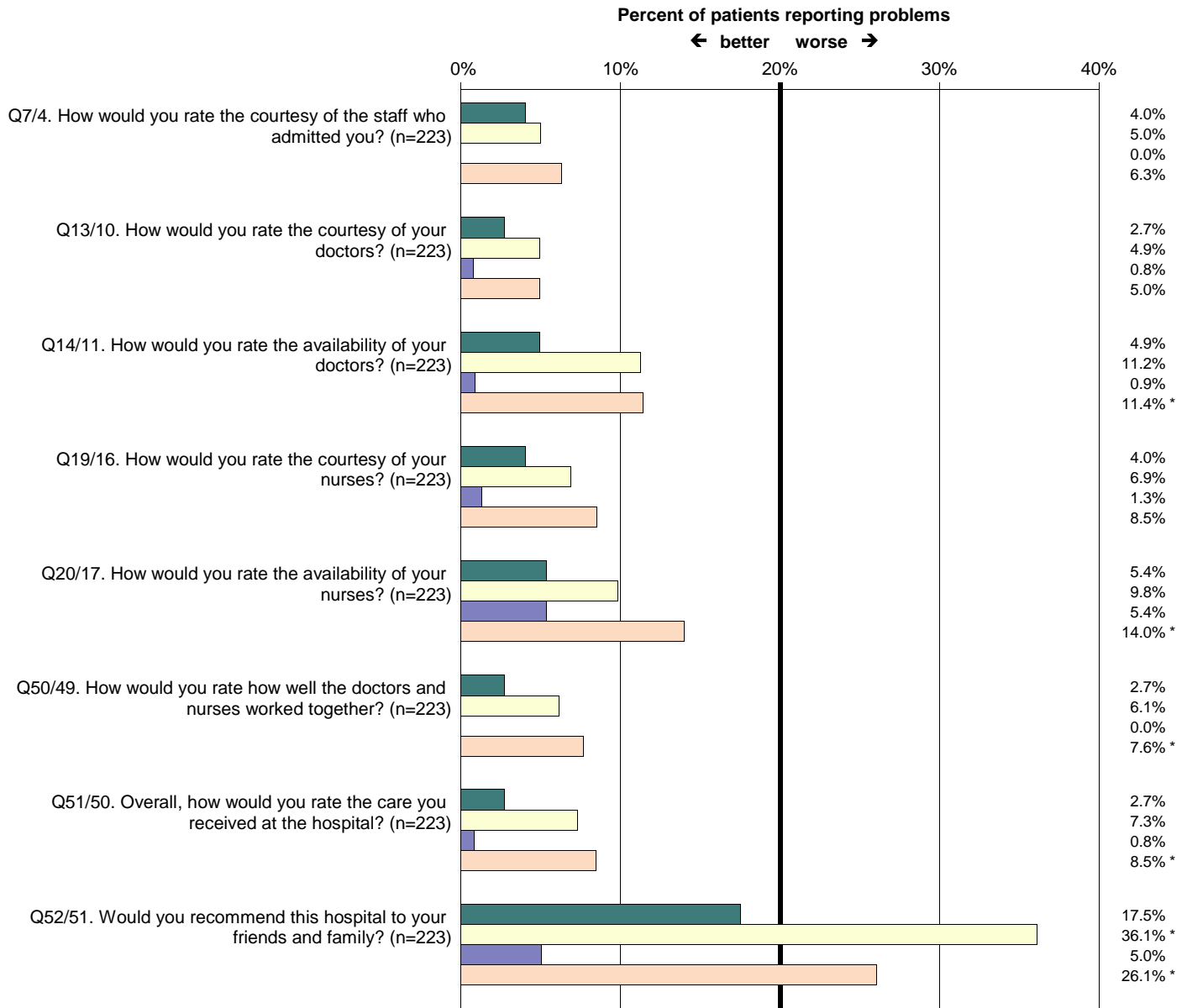
Patients discharged: July 2001 - September 2001

TAFB Overall
 MHS average
 Picker Teaching benchmark
 Picker Teaching average

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Overall Comparisons

Overall Impression



* Significantly different from TAFB problem score

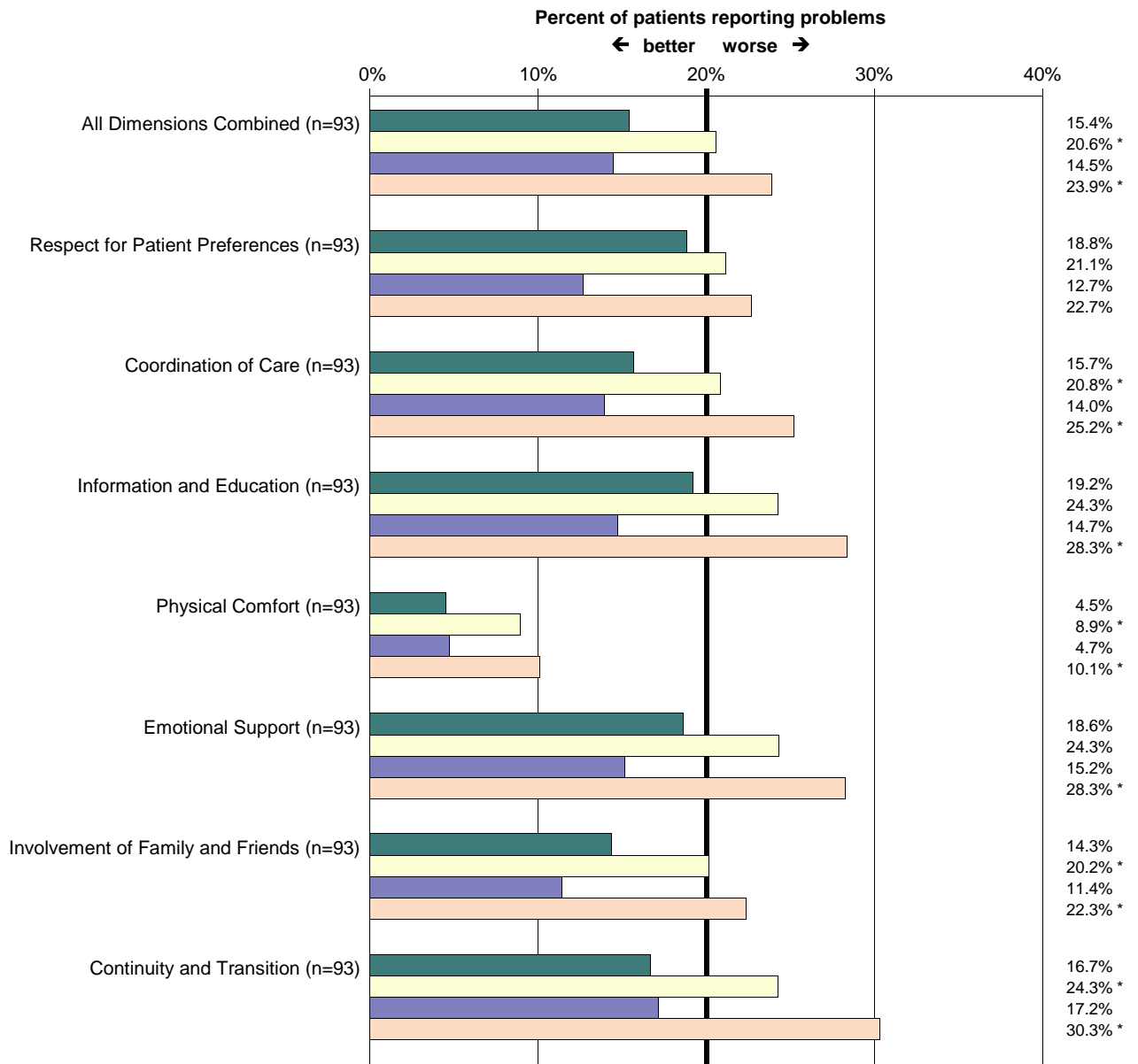
Patients discharged: July 2001 - September 2001

TAFB Overall
 MHS average
 Picker Teaching benchmark
 Picker Teaching average

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Medicine Comparisons

Dimensions



* Significantly different from TAFB problem score

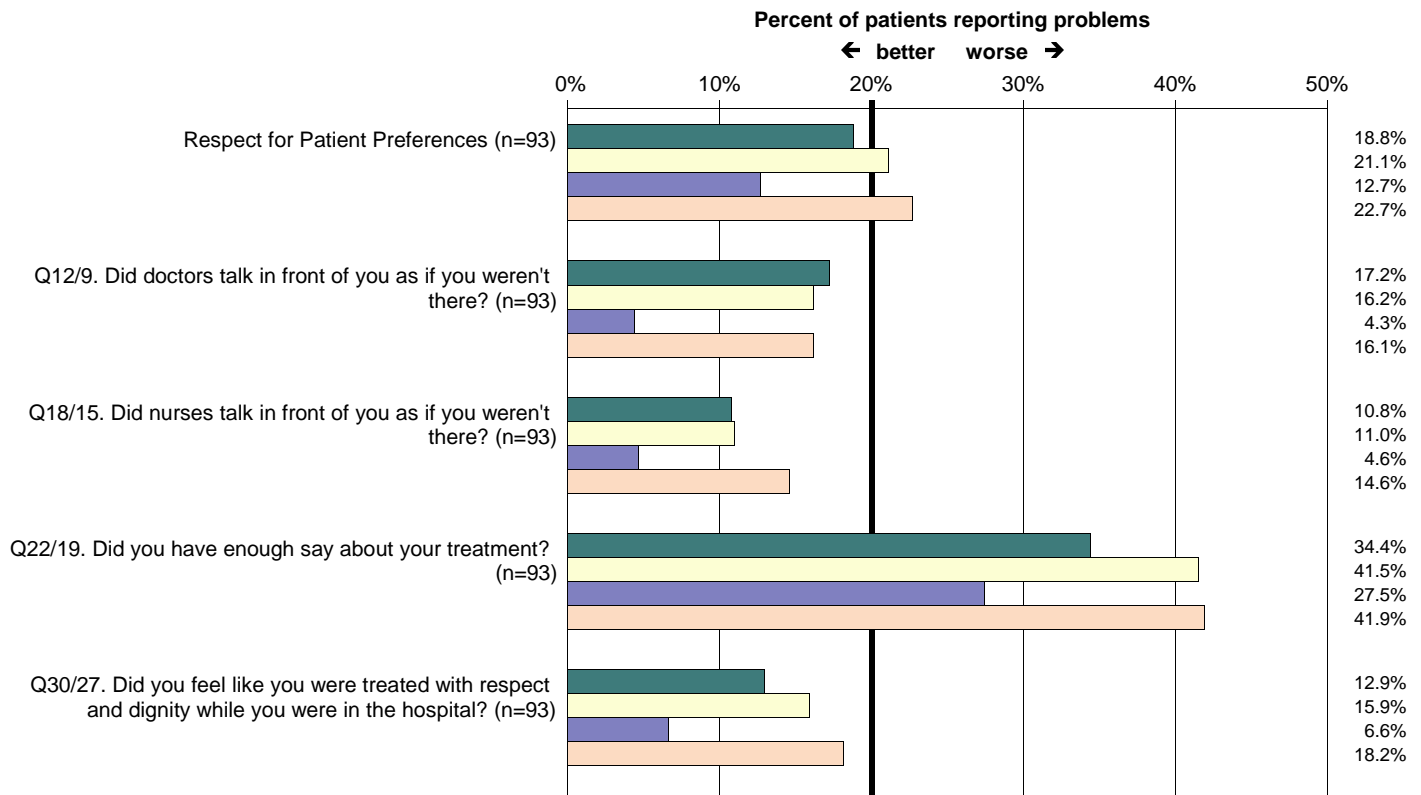
Patients discharged: July 2001 - September 2001

TAFB Medicine
 MHS average
 Picker Teaching benchmark
 Picker Teaching average

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Medicine Comparisons

Respect for Patient Preferences



* Significantly different from TAFB problem score

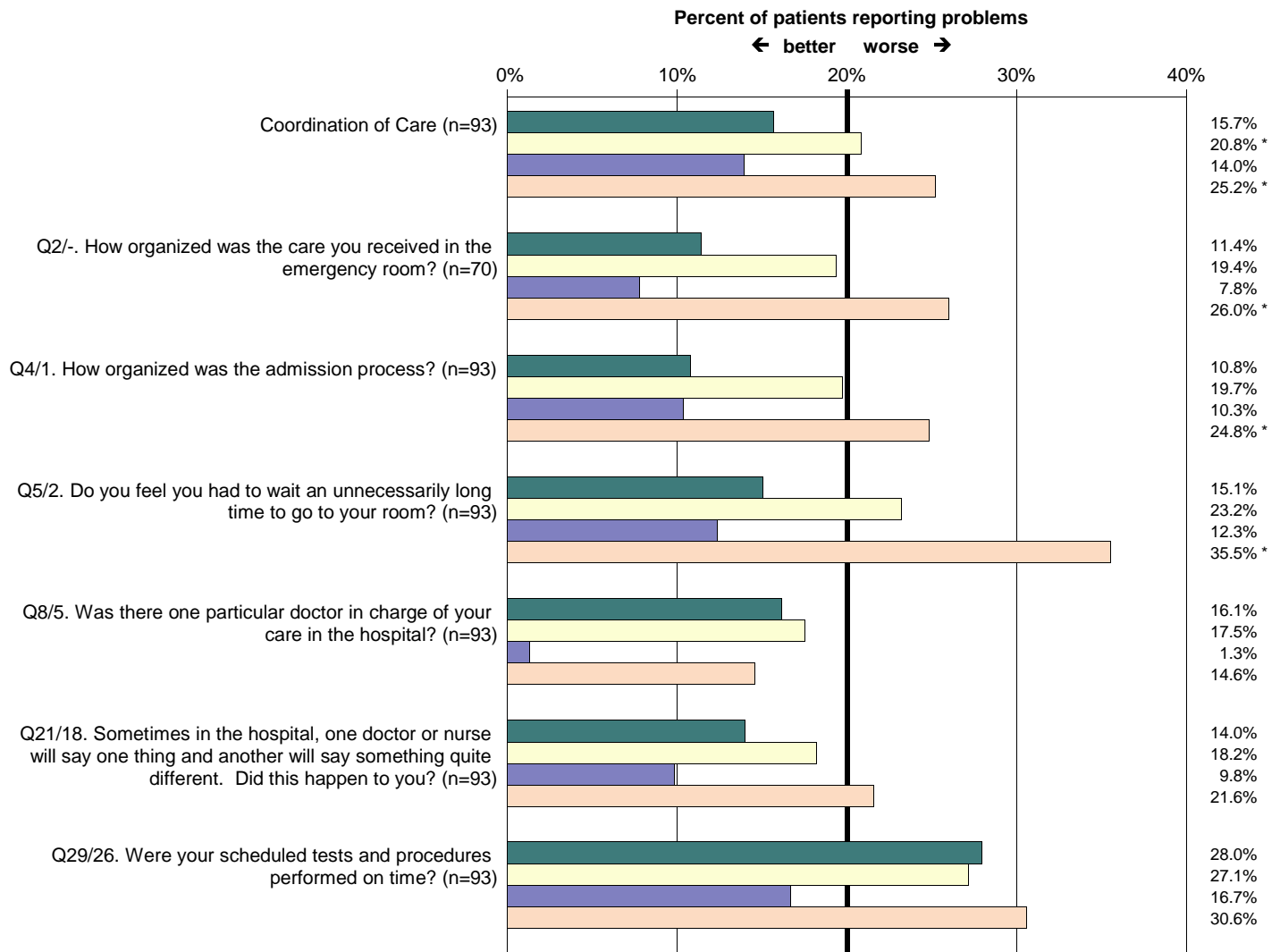
Patients discharged: July 2001 - September 2001

■ TAFB Medicine
■ MHS average
■ Picker Teaching benchmark
■ Picker Teaching average

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Medicine Comparisons

Coordination of Care



* Significantly different from TAFB problem score

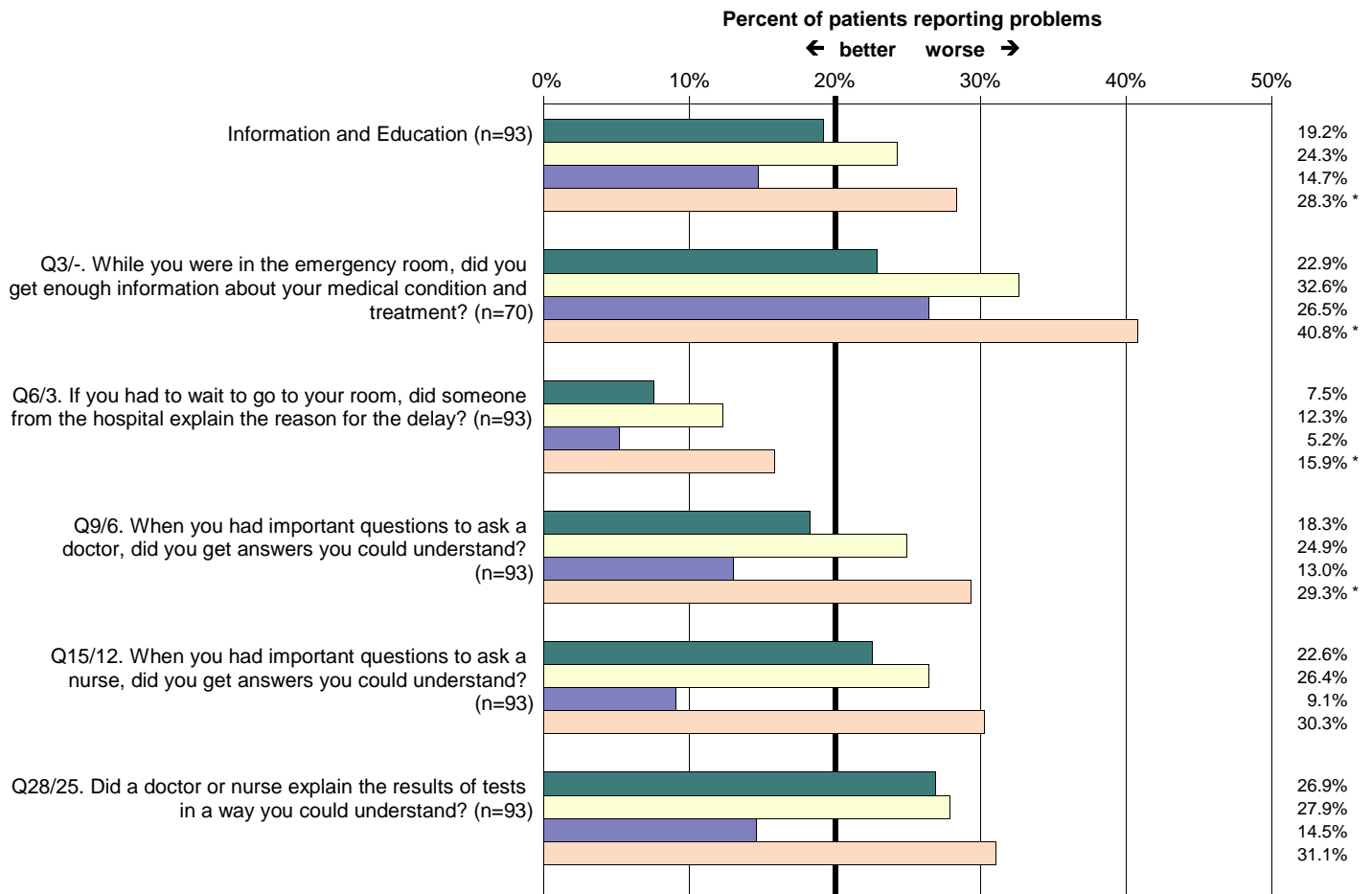
Patients discharged: July 2001 - September 2001

TAFB Medicine
 MHS average
 Picker Teaching benchmark
 Picker Teaching average

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Medicine Comparisons

Information and Education



* Significantly different from TAFB problem score

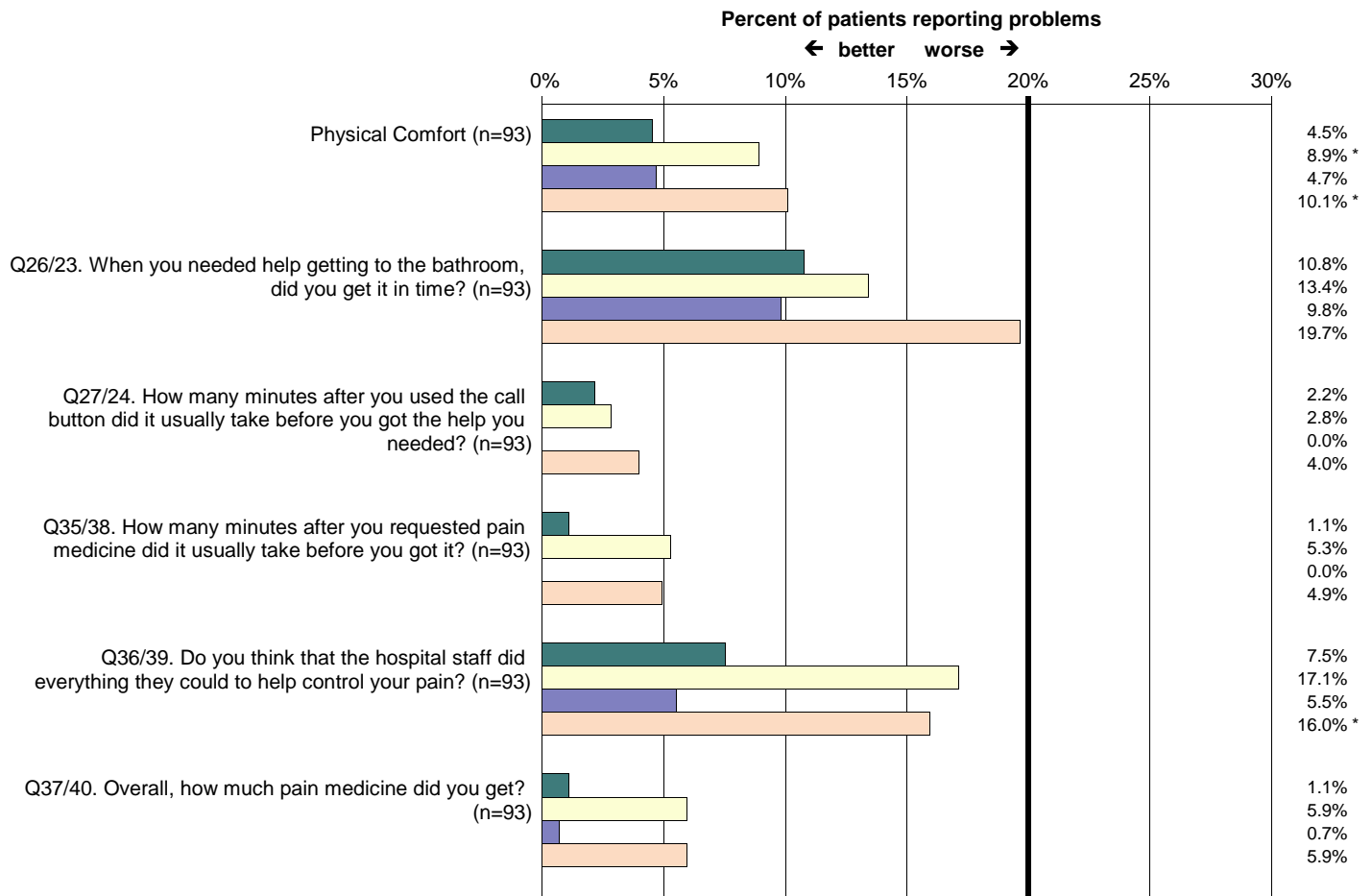
Patients discharged: July 2001 - September 2001

■ TAFB Medicine
■ MHS average
■ Picker Teaching benchmark
■ Picker Teaching average

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Medicine Comparisons

Physical Comfort



* Significantly different from TAFB problem score

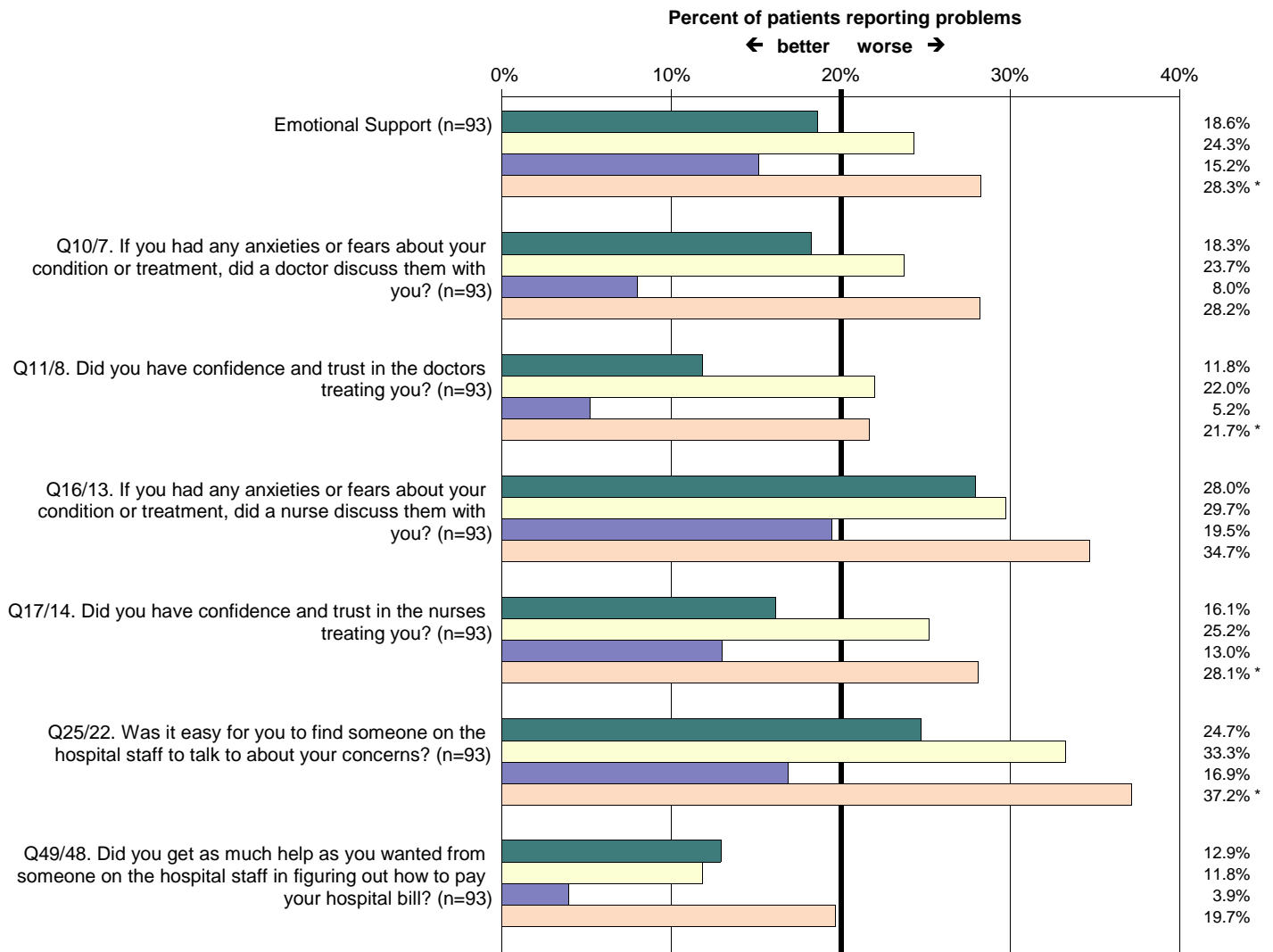
Patients discharged: July 2001 - September 2001

TAFB Medicine
 MHS average
 Picker Teaching benchmark
 Picker Teaching average

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Medicine Comparisons

Emotional Support



* Significantly different from TAFB problem score

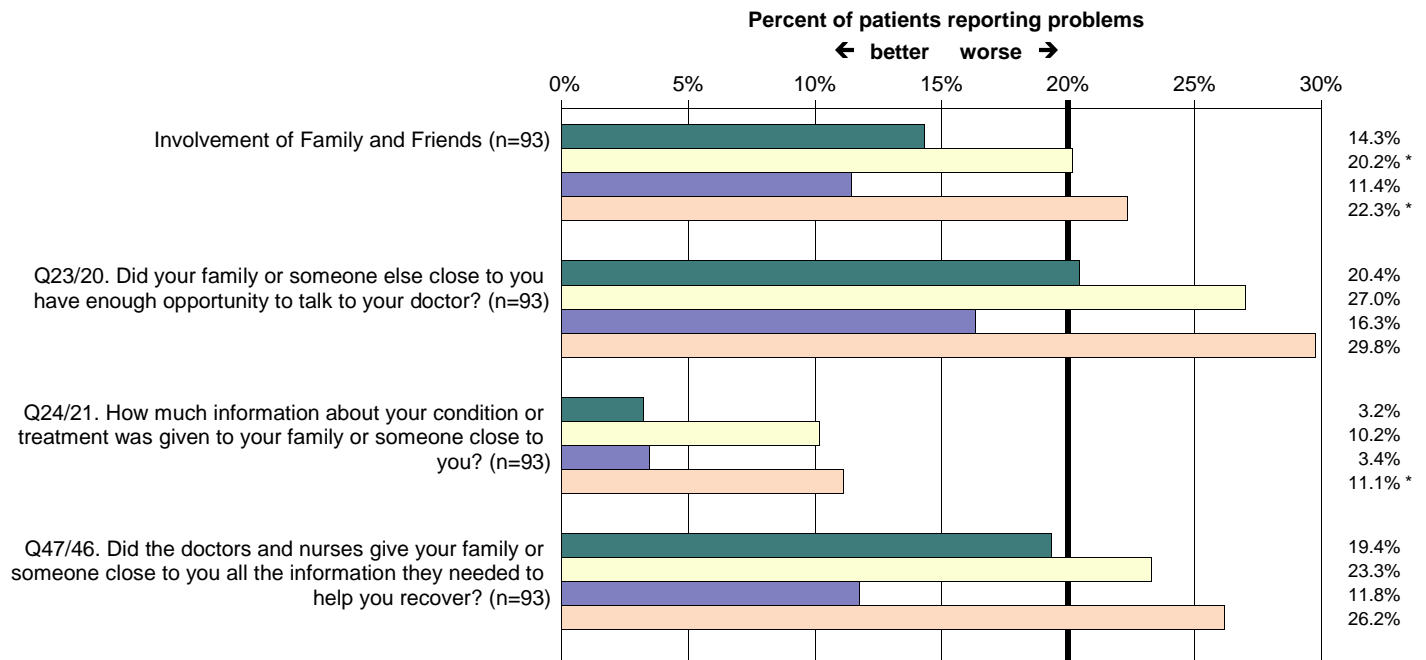
Patients discharged: July 2001 - September 2001

■ TAFB Medicine
■ MHS average
■ Picker Teaching benchmark
■ Picker Teaching average

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Medicine Comparisons

Involvement of Family and Friends



* Significantly different from TAFB problem score

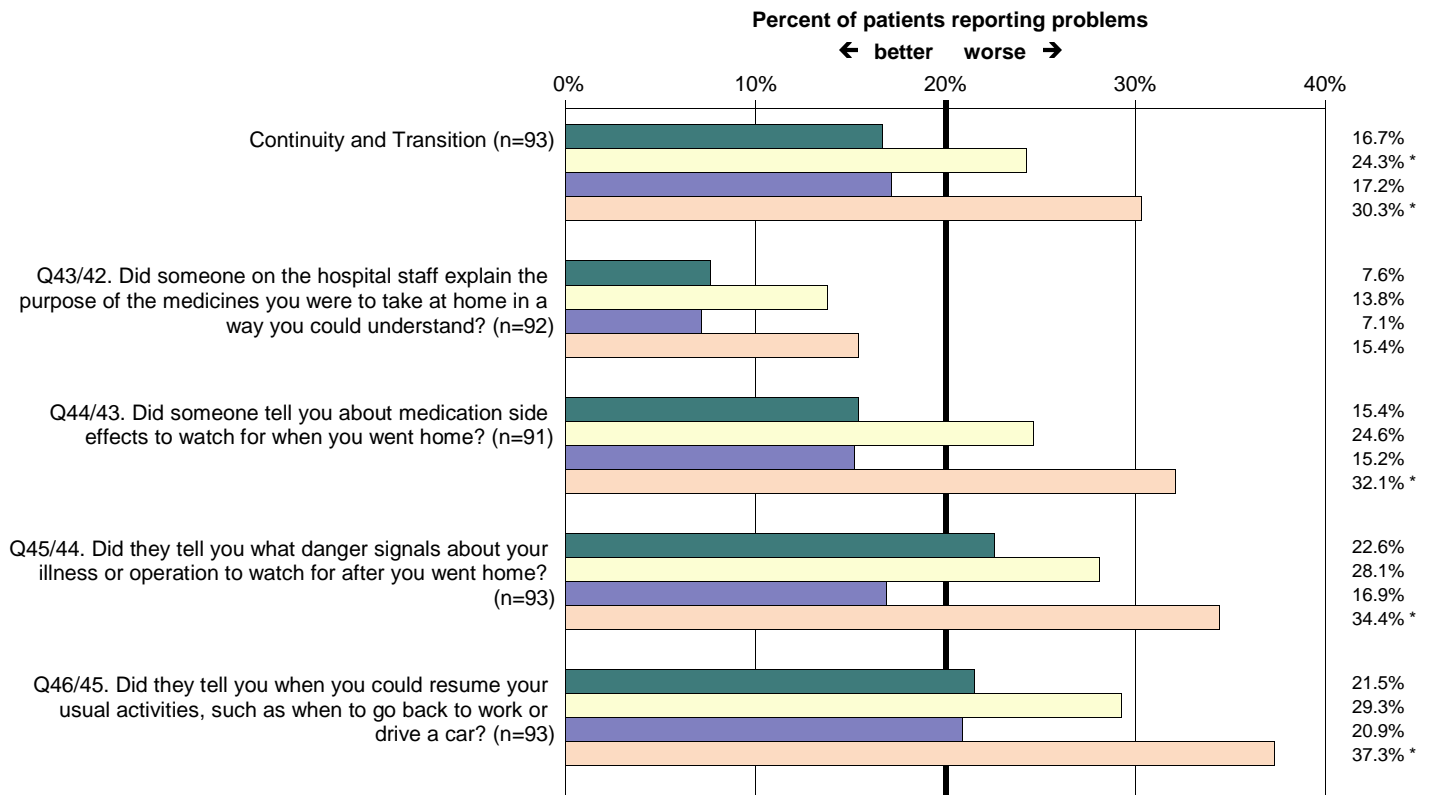
Patients discharged: July 2001 - September 2001

TAFB Medicine
 MHS average
 Picker Teaching benchmark
 Picker Teaching average

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Medicine Comparisons

Continuity and Transition



* Significantly different from TAFB problem score

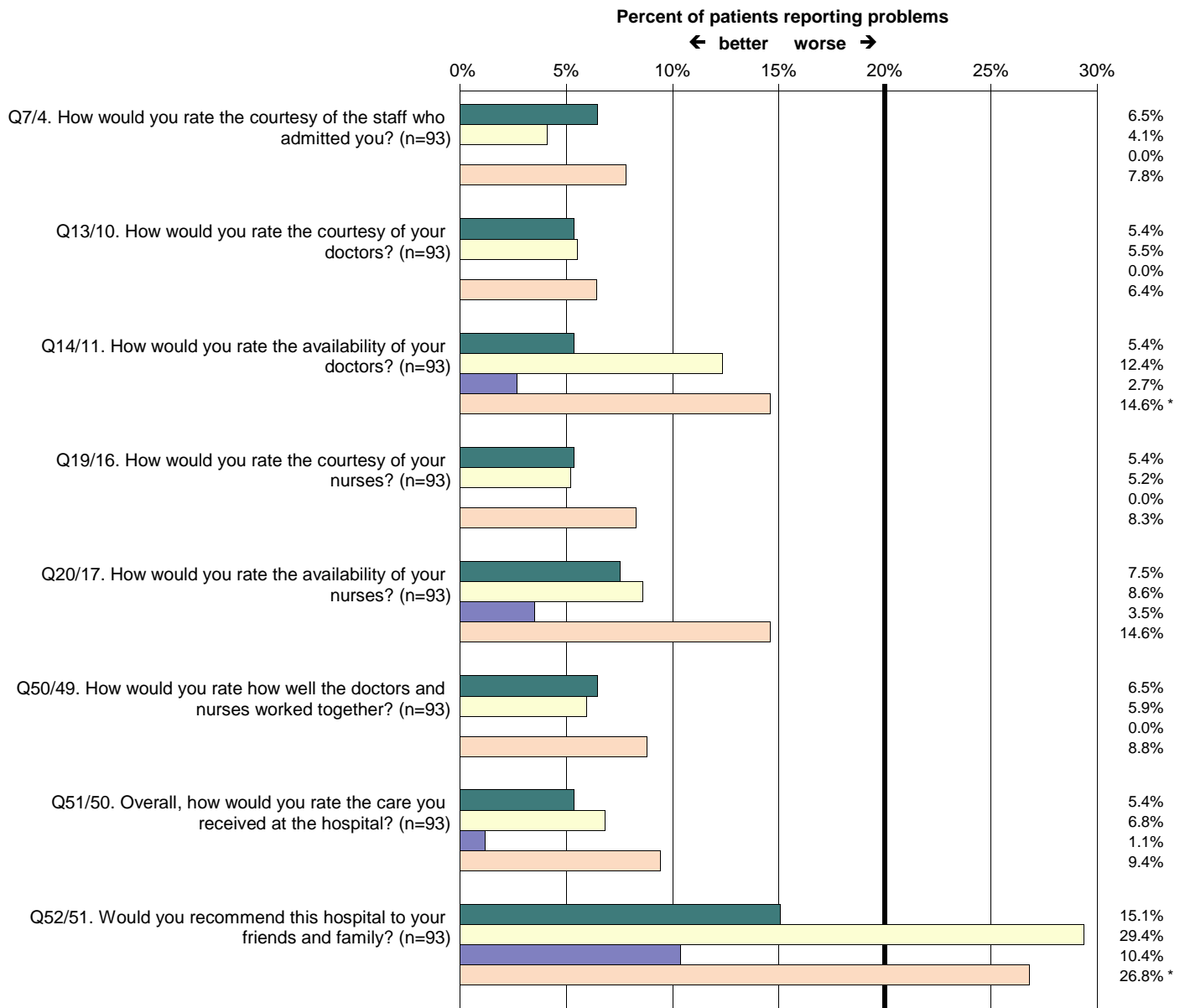
Patients discharged: July 2001 - September 2001

TAFB Medicine
 MHS average
 Picker Teaching benchmark
 Picker Teaching average

60th Medical Group - Travis Air Force Base





Adult Inpatient Survey - Medicine Comparisons

Overall Impression



* Significantly different from TAFB problem score

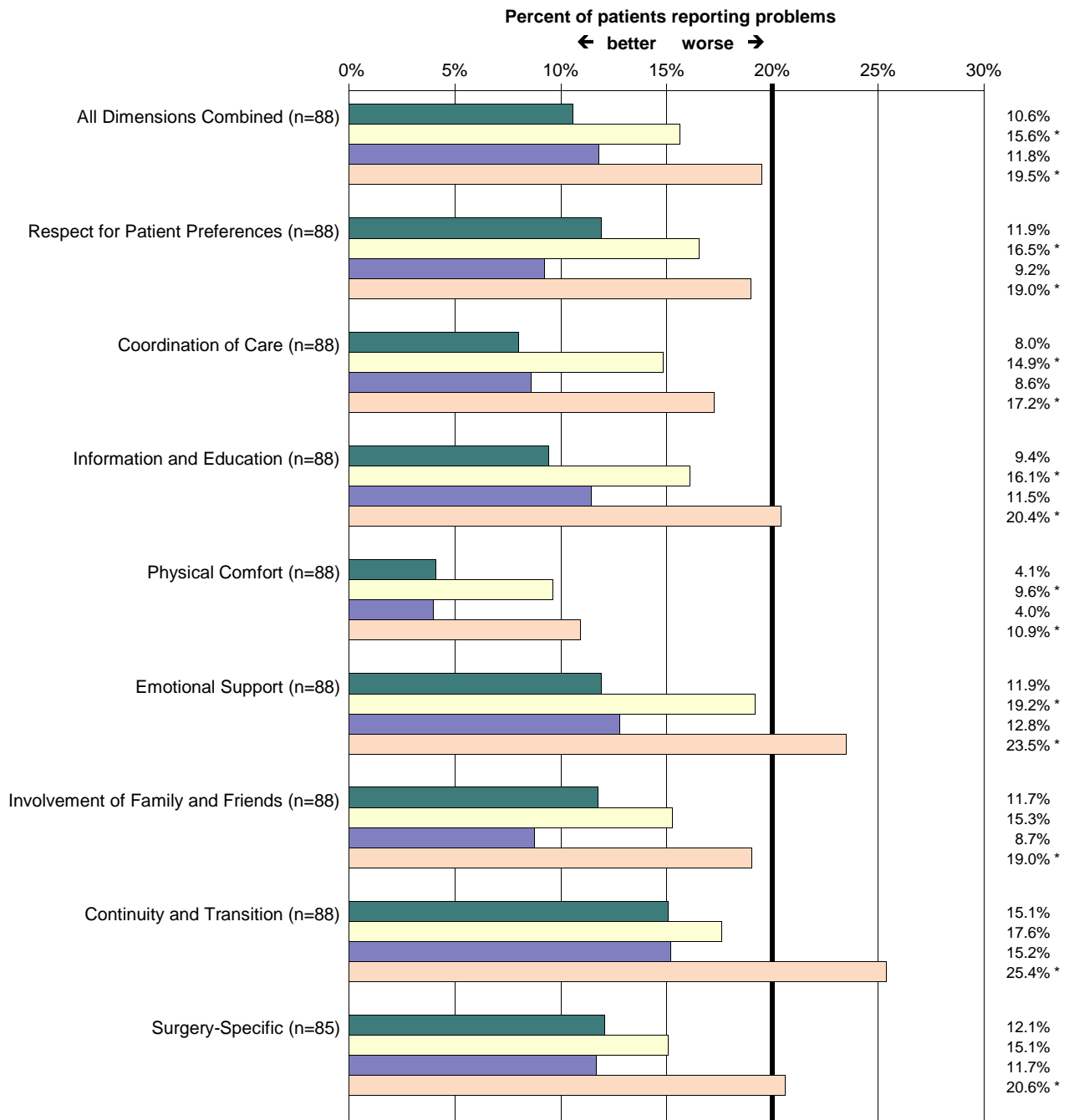
Patients discharged: July 2001 - September 2001

 TAFB Medicine
 MHS average
 Picker Teaching benchmark
 Picker Teaching average

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Surgery Comparisons

Dimensions



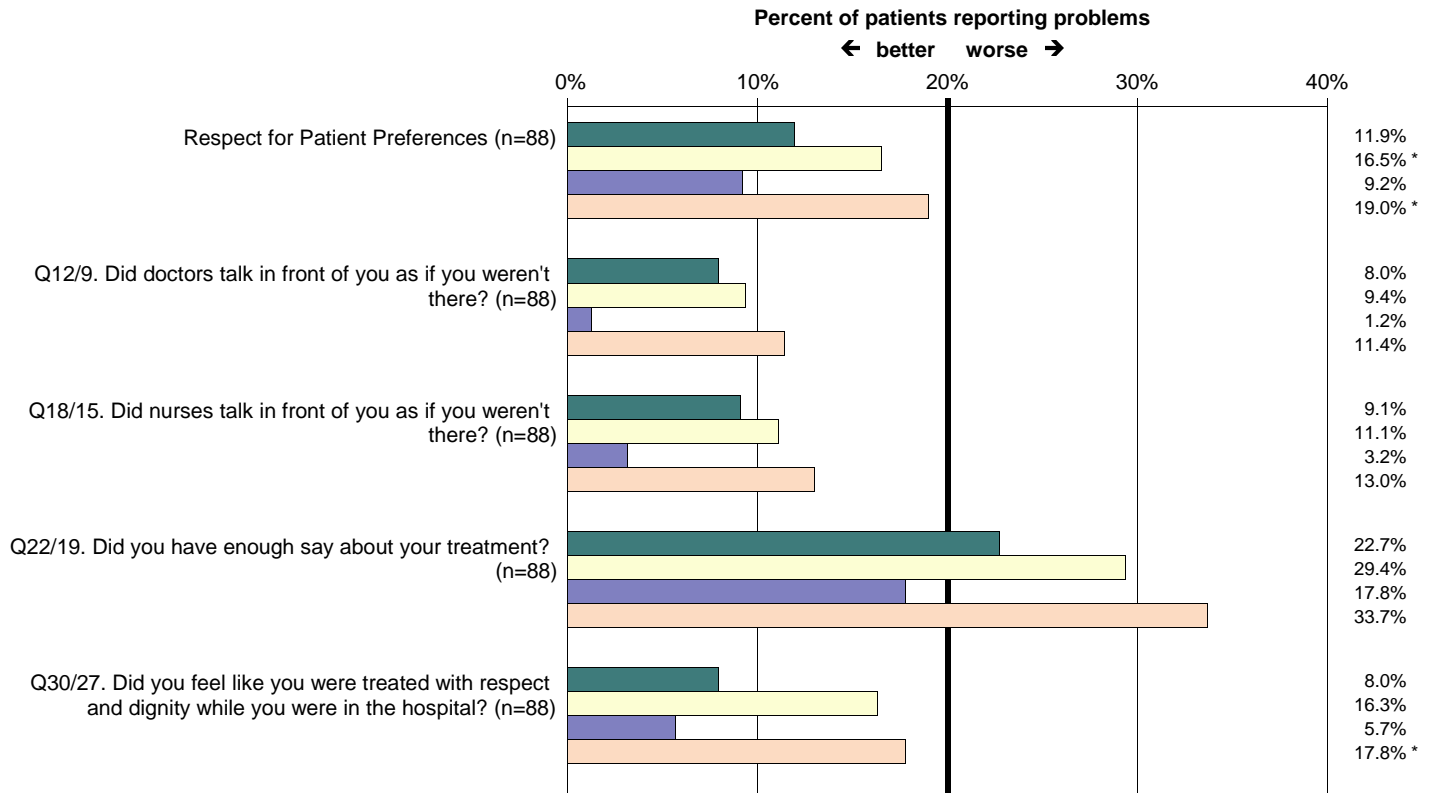
* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Surgery Comparisons

Respect for Patient Preferences



* Significantly different from TAFB problem score

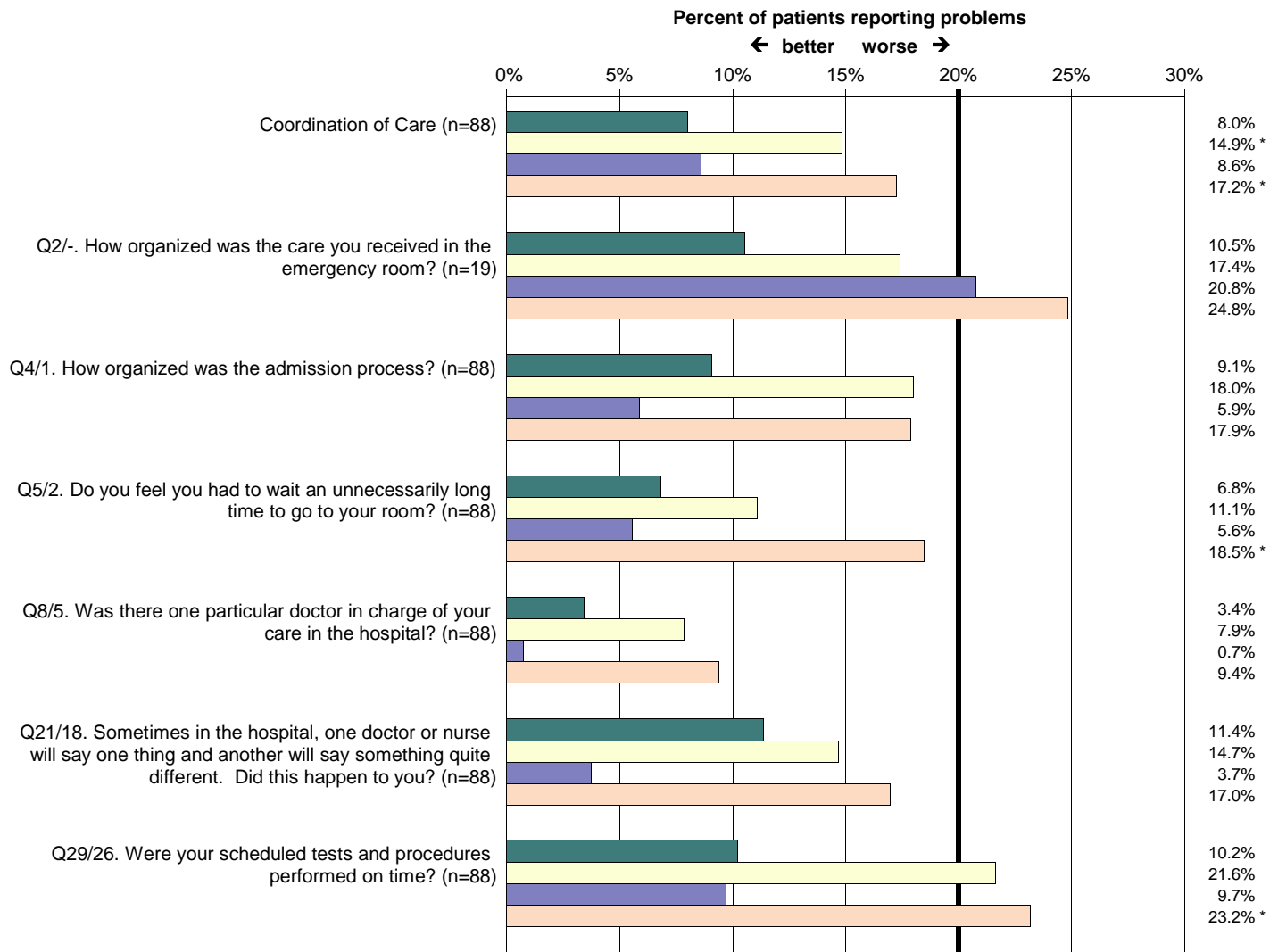
Patients discharged: July 2001 - September 2001

■ TAFB Surgery
■ MHS average
■ Picker Teaching benchmark
■ Picker Teaching average

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Surgery Comparisons

Coordination of Care



* Significantly different from TAFB problem score

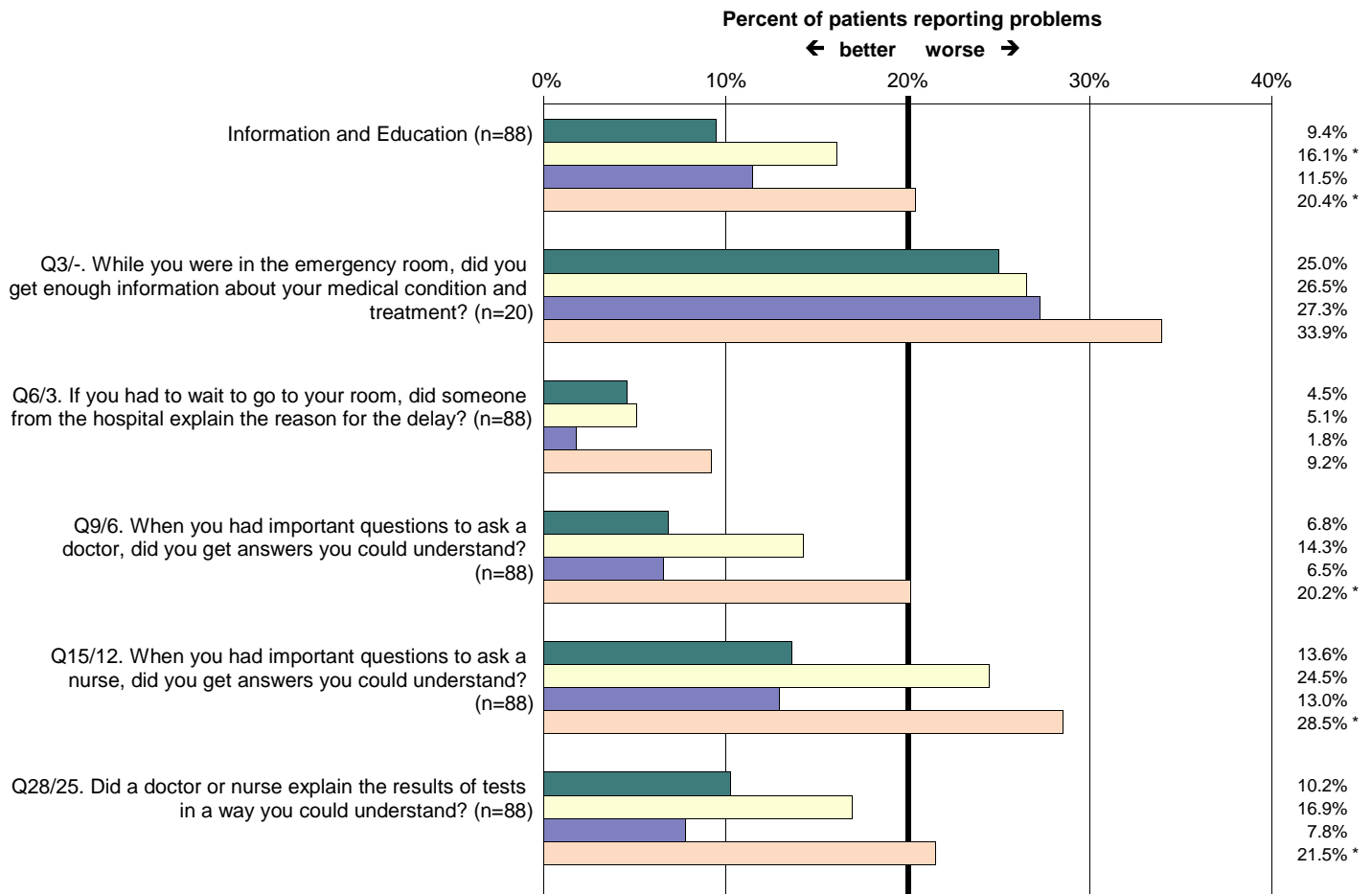
Patients discharged: July 2001 - September 2001

TAFB Surgery
MHS average
Picker Teaching benchmark
Picker Teaching average

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Surgery Comparisons

Information and Education



* Significantly different from TAFB problem score

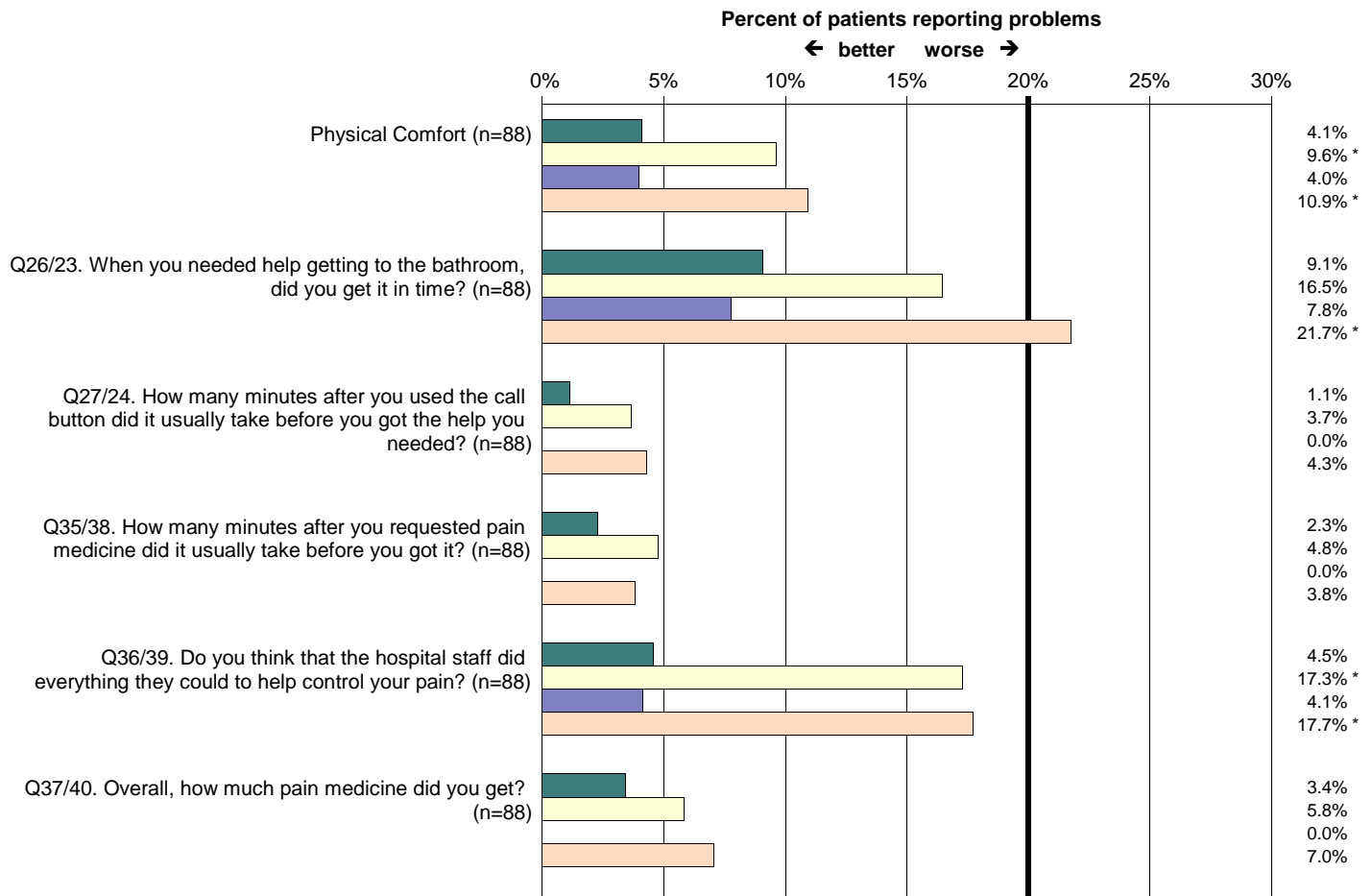
Patients discharged: July 2001 - September 2001

TAFB Surgery
 MHS average
 Picker Teaching benchmark
 Picker Teaching average

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Surgery Comparisons

Physical Comfort



* Significantly different from TAFB problem score

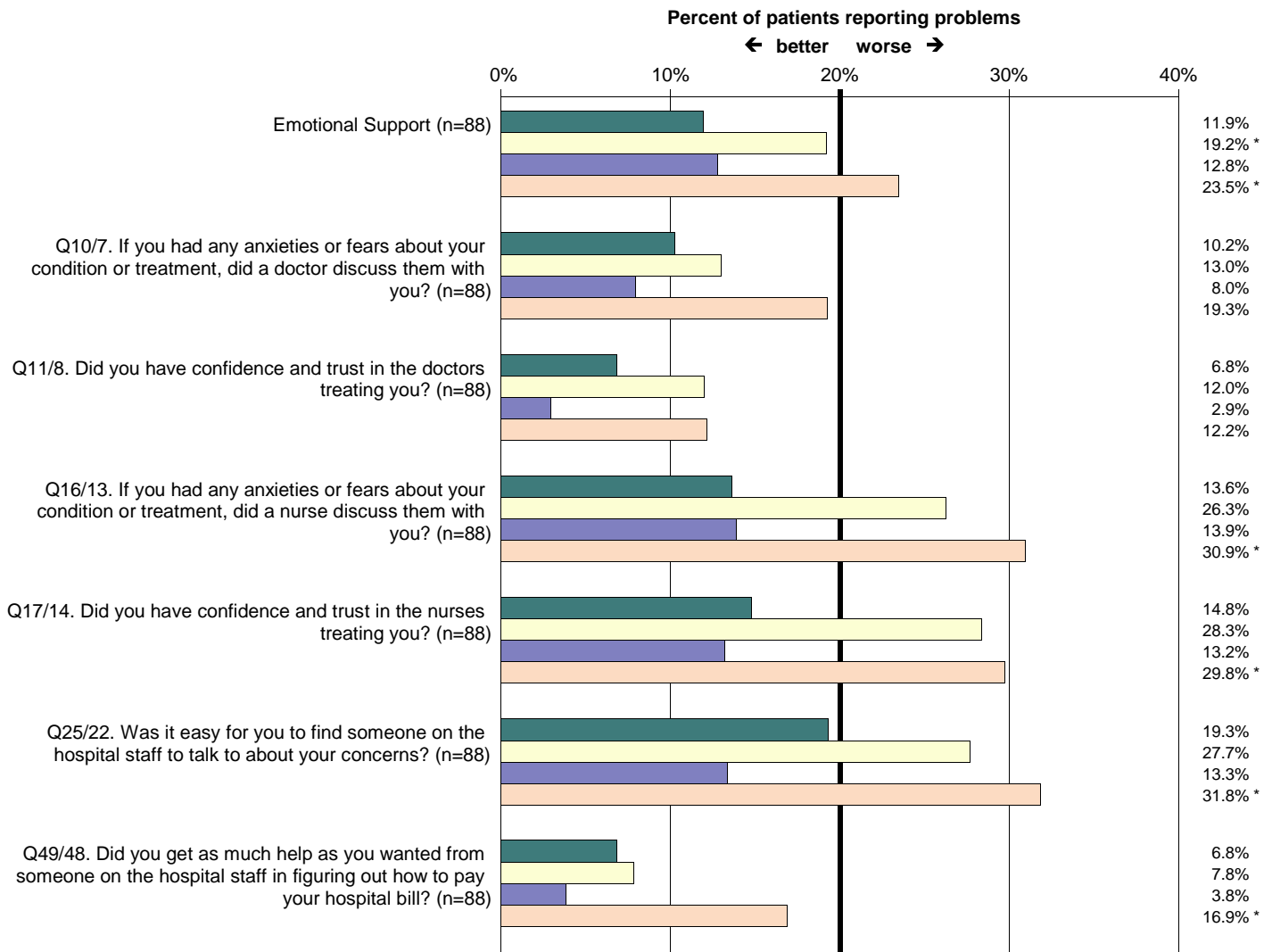
Patients discharged: July 2001 - September 2001

TAFB Surgery
 MHS average
 Picker Teaching benchmark
 Picker Teaching average

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Surgery Comparisons

Emotional Support



* Significantly different from TAFB problem score

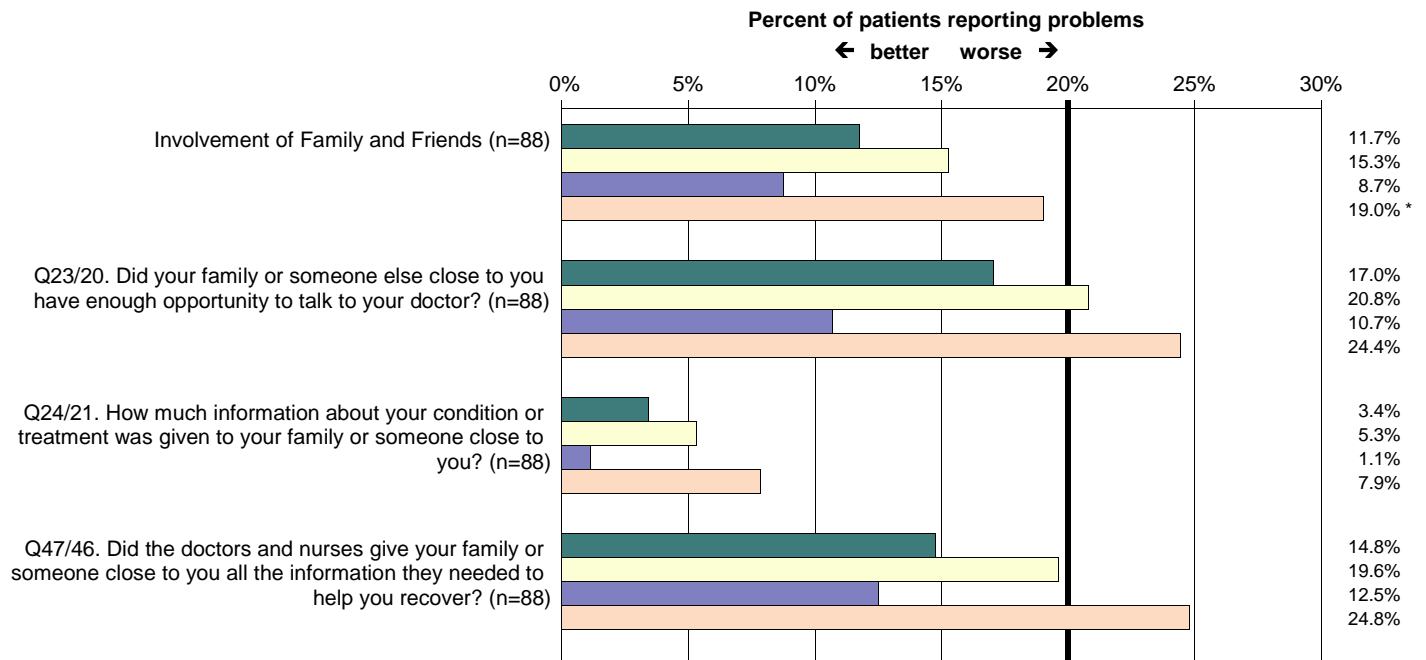
Patients discharged: July 2001 - September 2001

■ TAFB Surgery
■ MHS average
■ Picker Teaching benchmark
■ Picker Teaching average

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Surgery Comparisons

Involvement of Family and Friends



* Significantly different from TAFB problem score

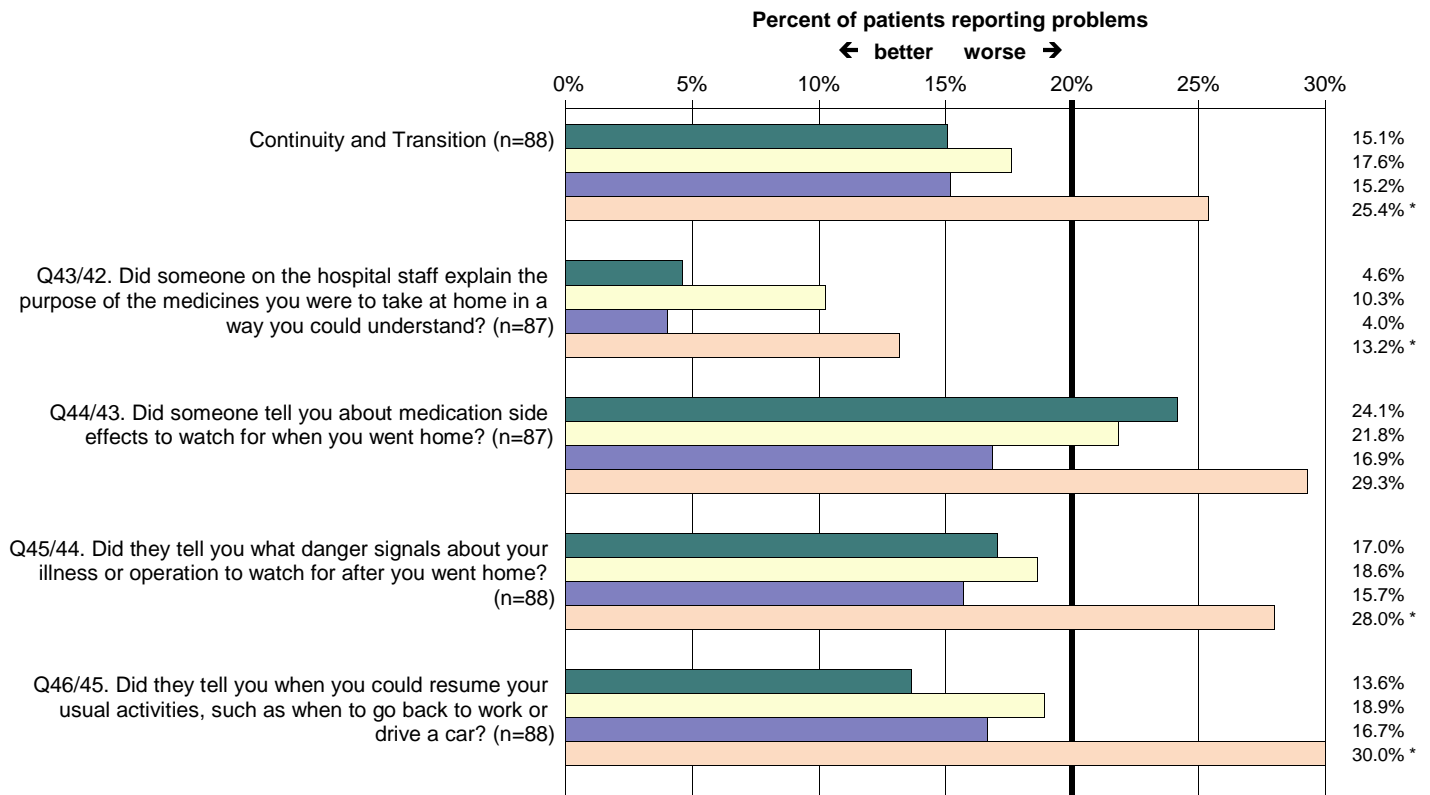
Patients discharged: July 2001 - September 2001

■ TAFB Surgery
■ MHS average
■ Picker Teaching benchmark
■ Picker Teaching average

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Surgery Comparisons

Continuity and Transition



* Significantly different from TAFB problem score

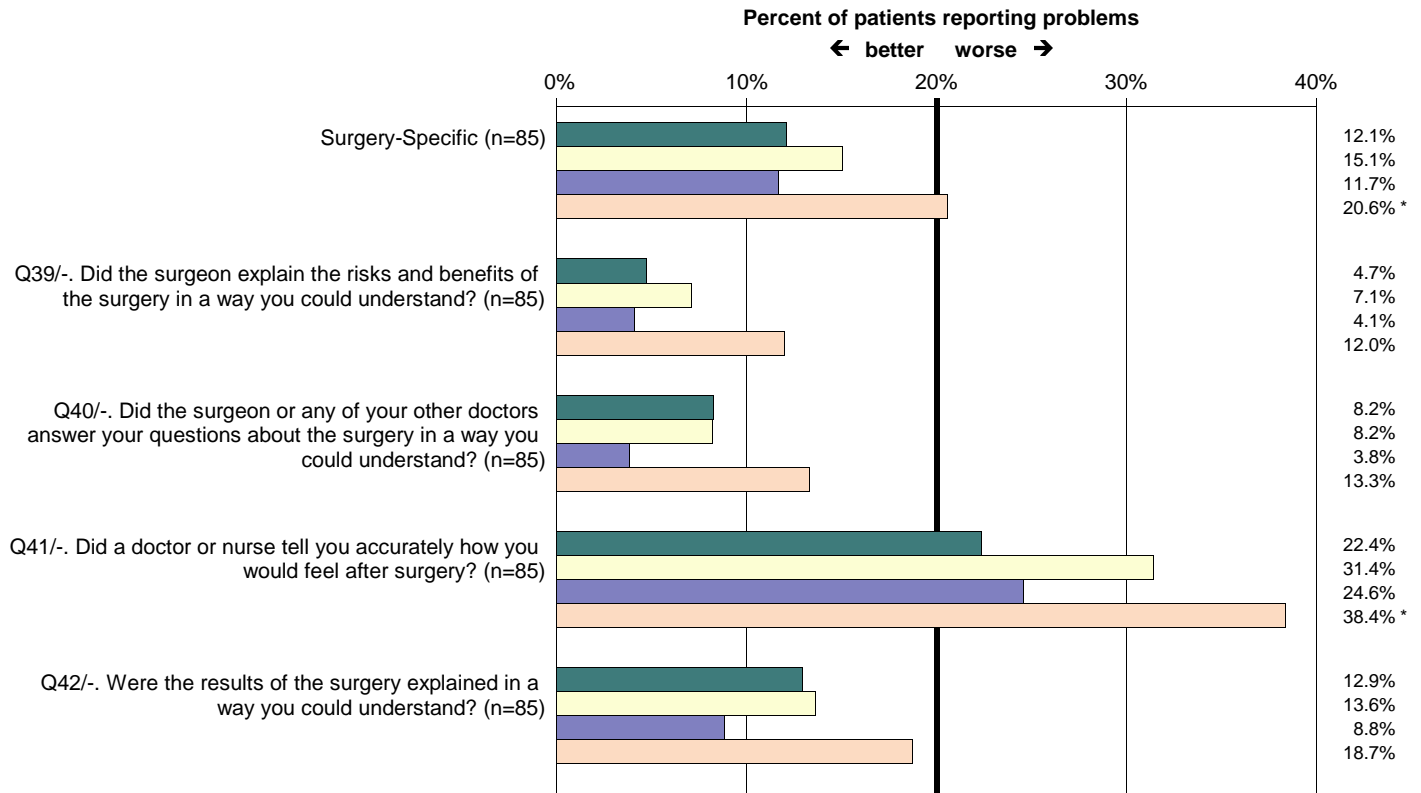
Patients discharged: July 2001 - September 2001

■ TAFB Surgery
■ MHS average
■ Picker Teaching benchmark
■ Picker Teaching average

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Surgery Comparisons

Surgery-Specific



* Significantly different from TAFB problem score

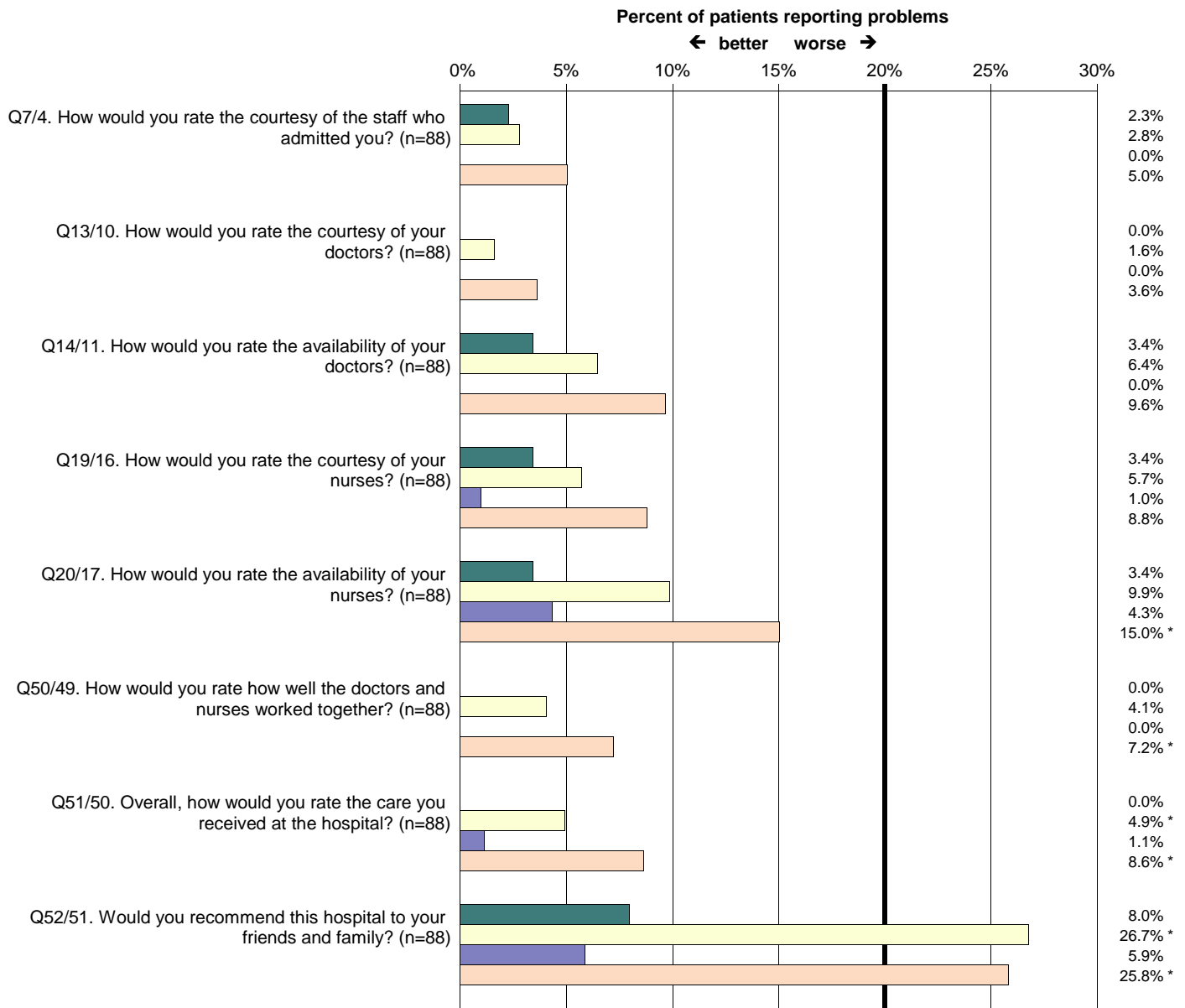
Patients discharged: July 2001 - September 2001

TAFB Surgery
 MHS average
 Picker Teaching benchmark
 Picker Teaching average

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Surgery Comparisons

Overall Impression



* Significantly different from TAFB problem score

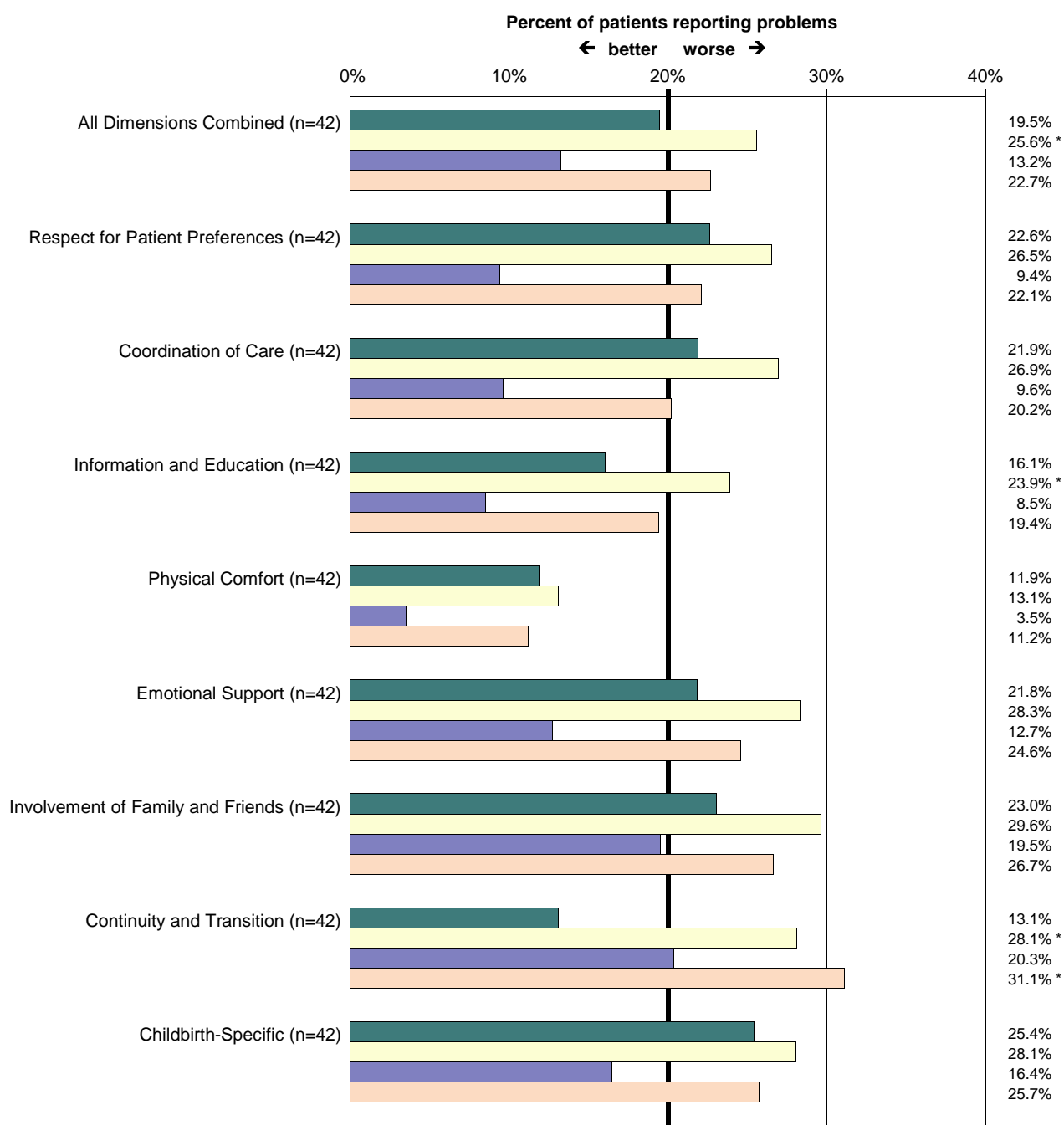
Patients discharged: July 2001 - September 2001

■ TAFB Surgery
■ MHS average
■ Picker Teaching benchmark
■ Picker Teaching average

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Childbirth Comparisons

Dimensions



* Significantly different from TAFB problem score

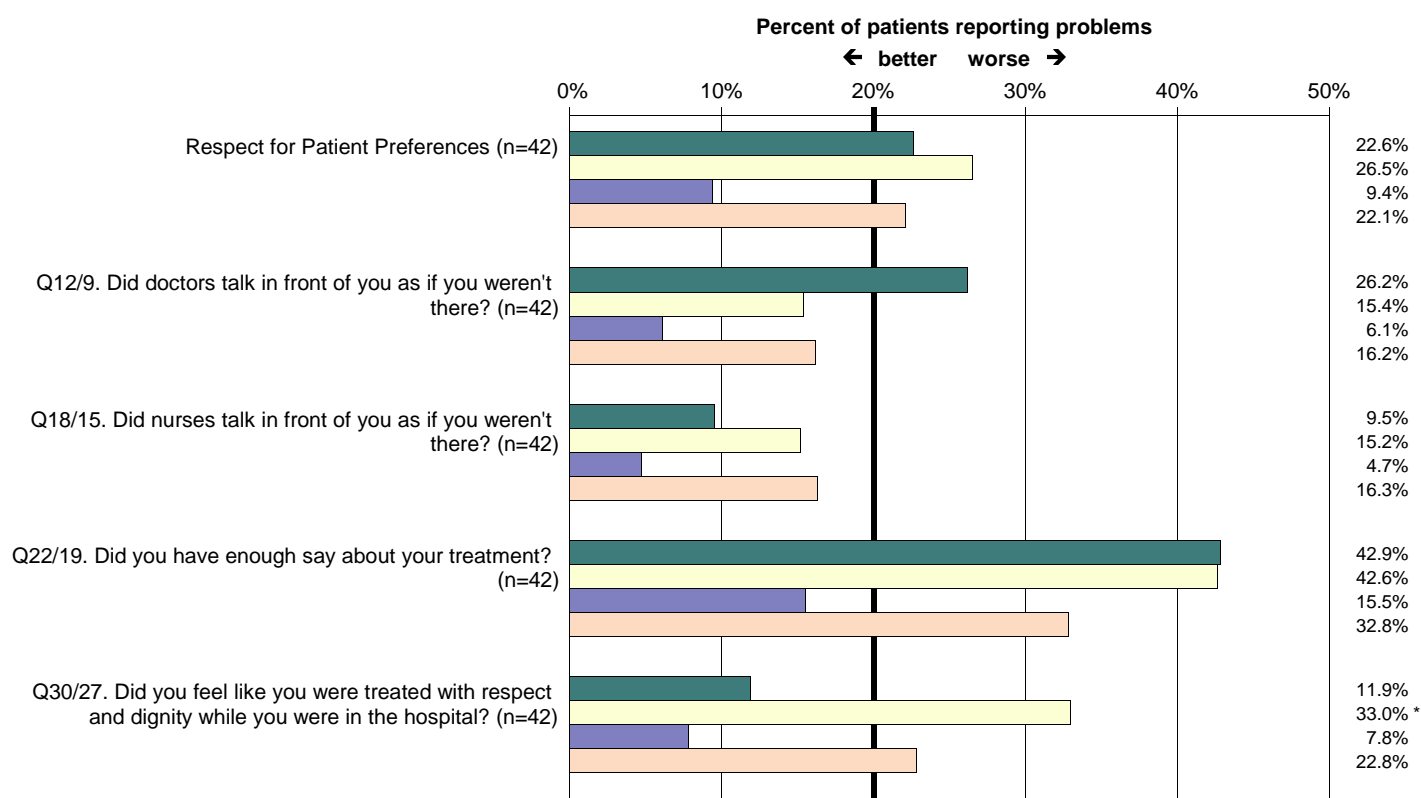
Patients discharged: July 2001 - September 2001

TAFB Childbirth
 MHS average
 Picker Teaching benchmark
 Picker Teaching average

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Childbirth Comparisons

Respect for Patient Preferences



* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

■ TAFB Childbirth
■ MHS average
■ Picker Teaching benchmark
■ Picker Teaching average

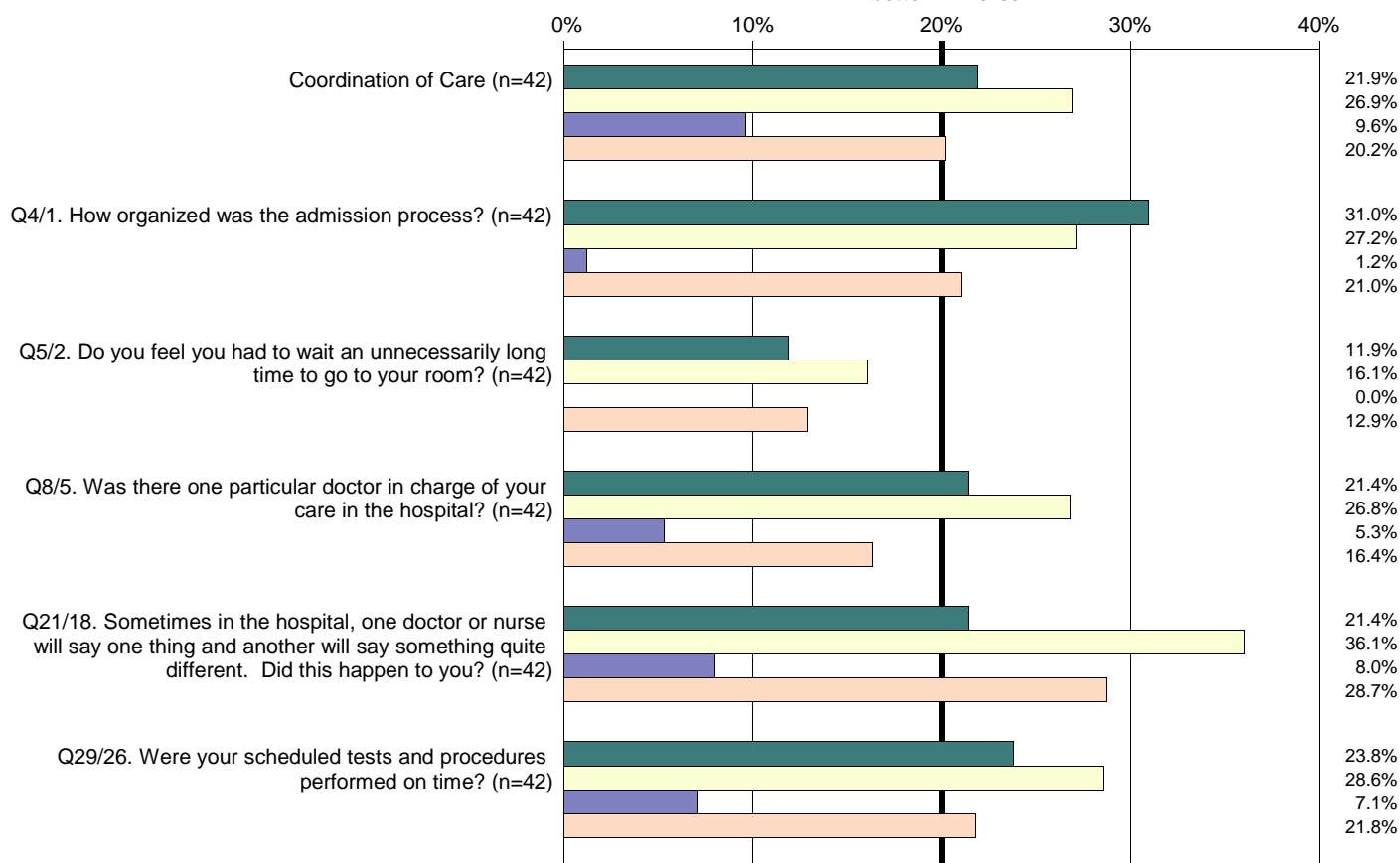
60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Childbirth Comparisons

Coordination of Care

Percent of patients reporting problems

← better worse →



* Significantly different from TAFB problem score

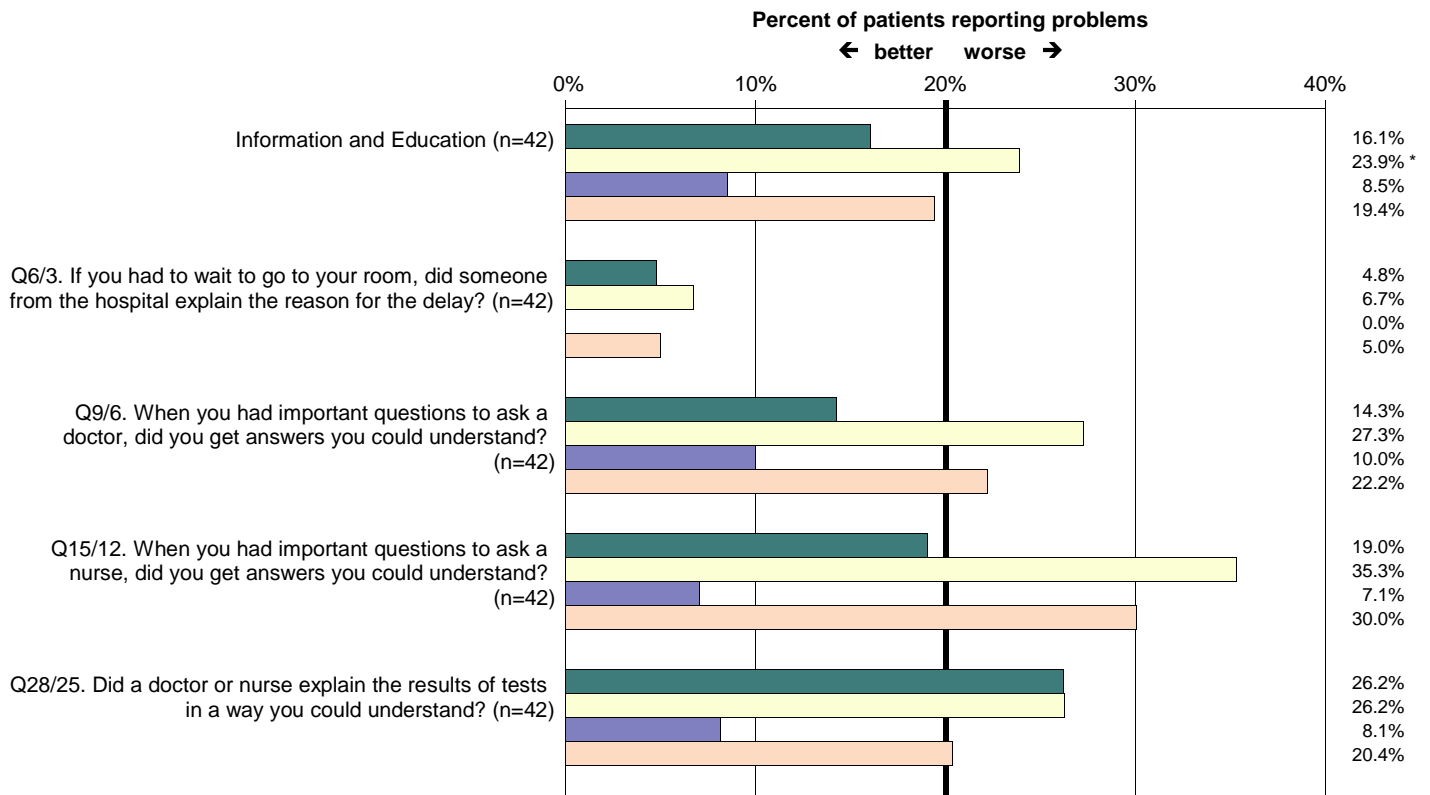
Patients discharged: July 2001 - September 2001

■ TAFB Childbirth
■ MHS average
■ Picker Teaching benchmark
■ Picker Teaching average

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Childbirth Comparisons

Information and Education



* Significantly different from TAFB problem score

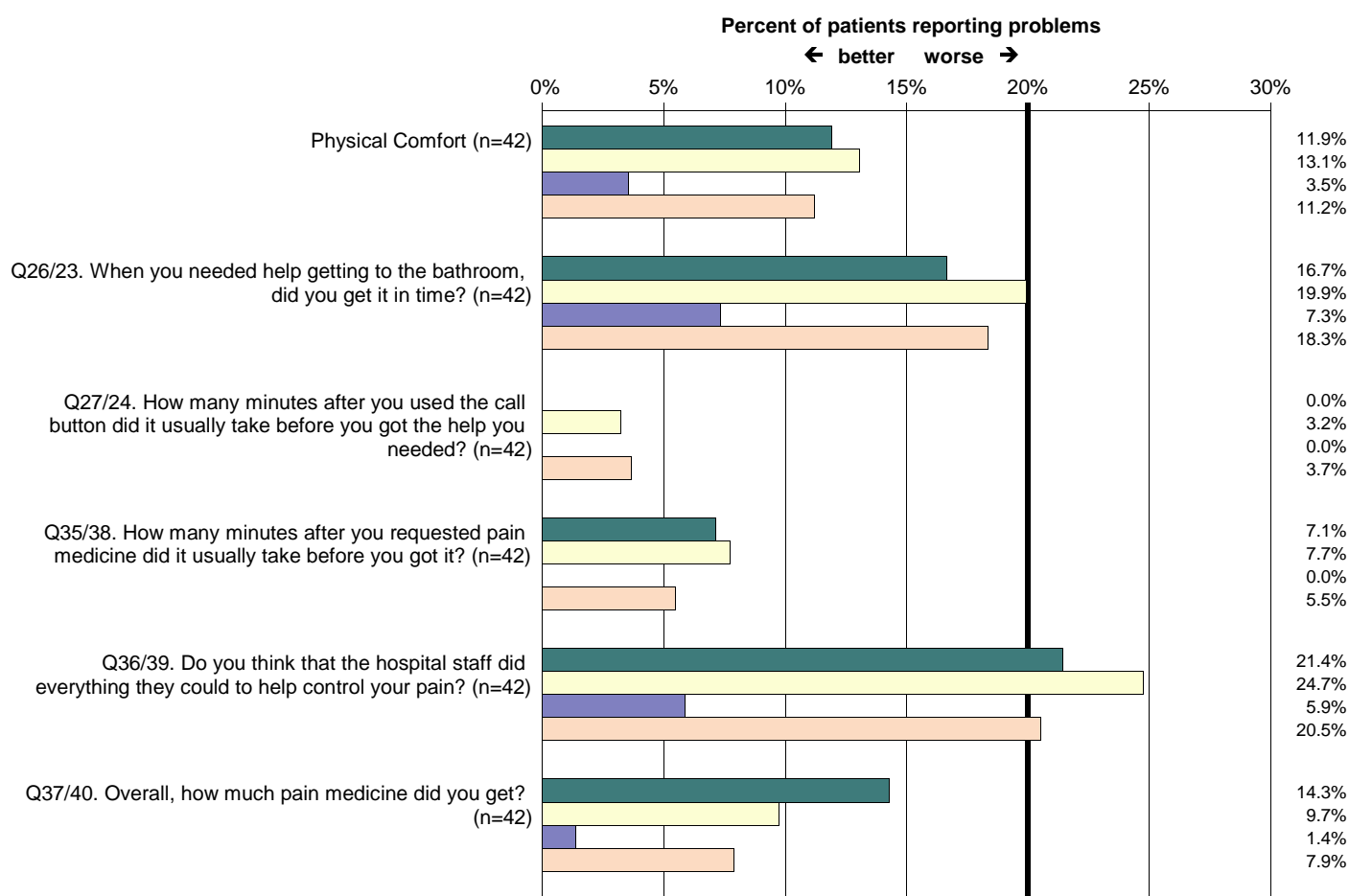
Patients discharged: July 2001 - September 2001

TAFB Childbirth
 MHS average
 Picker Teaching benchmark
 Picker Teaching average

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Childbirth Comparisons

Physical Comfort



* Significantly different from TAFB problem score

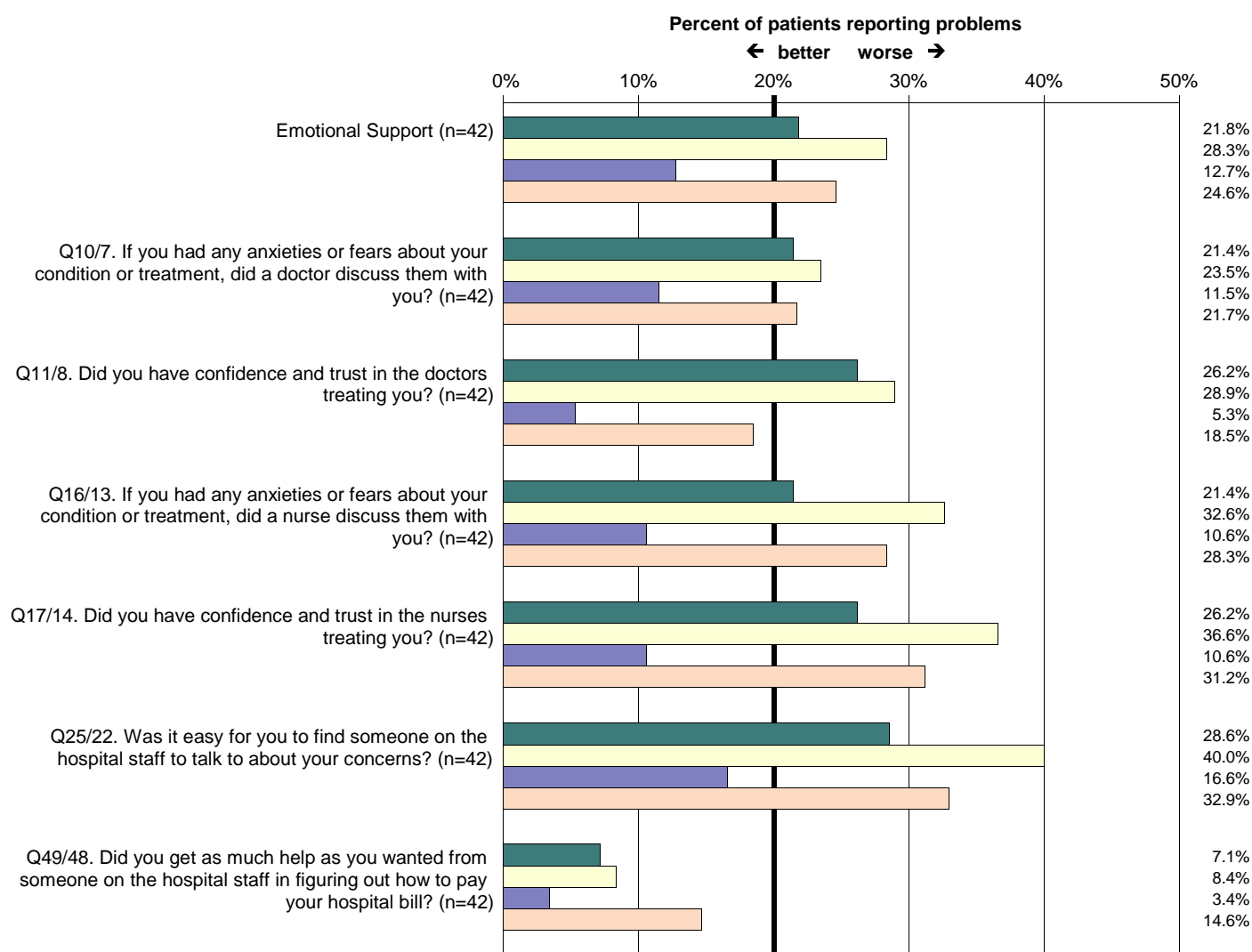
Patients discharged: July 2001 - September 2001

■ TAFB Childbirth
■ MHS average
■ Picker Teaching benchmark
■ Picker Teaching average

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Childbirth Comparisons

Emotional Support



* Significantly different from TAFB problem score

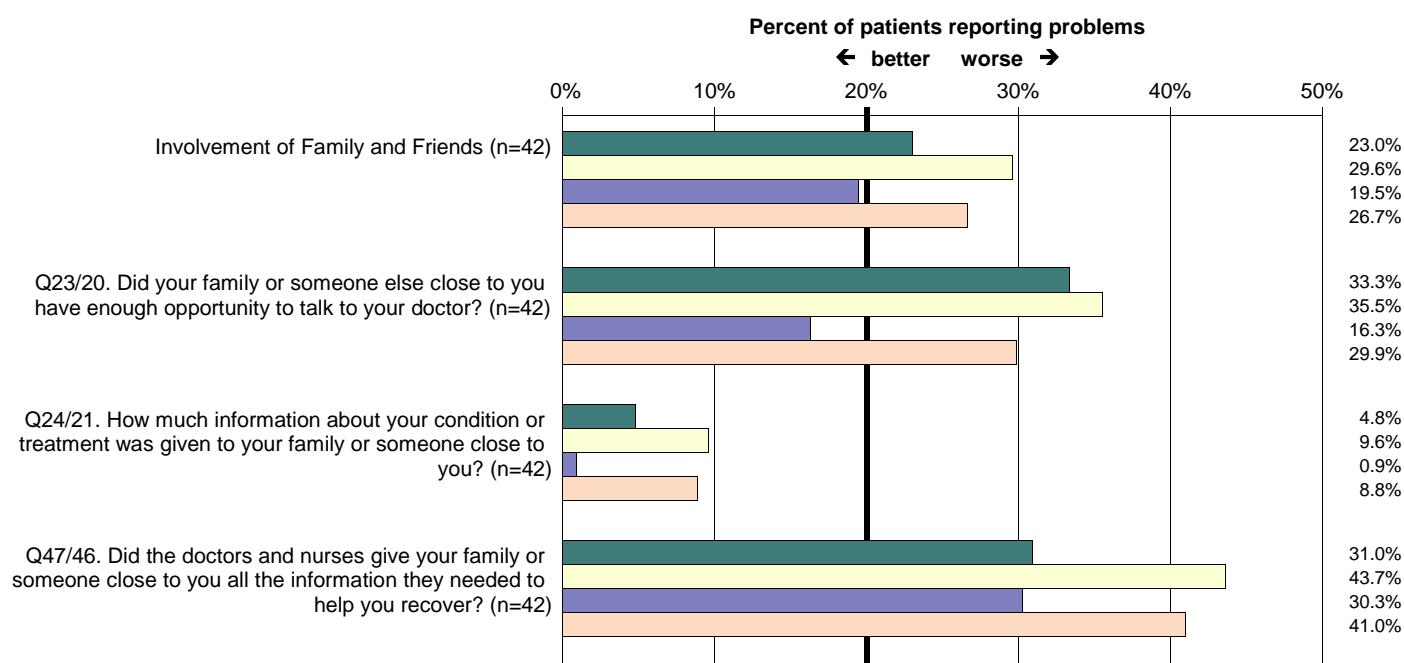
Patients discharged: July 2001 - September 2001

TAFB Childbirth
 MHS average
 Picker Teaching benchmark
 Picker Teaching average

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Childbirth Comparisons

Involvement of Family and Friends



* Significantly different from TAFB problem score

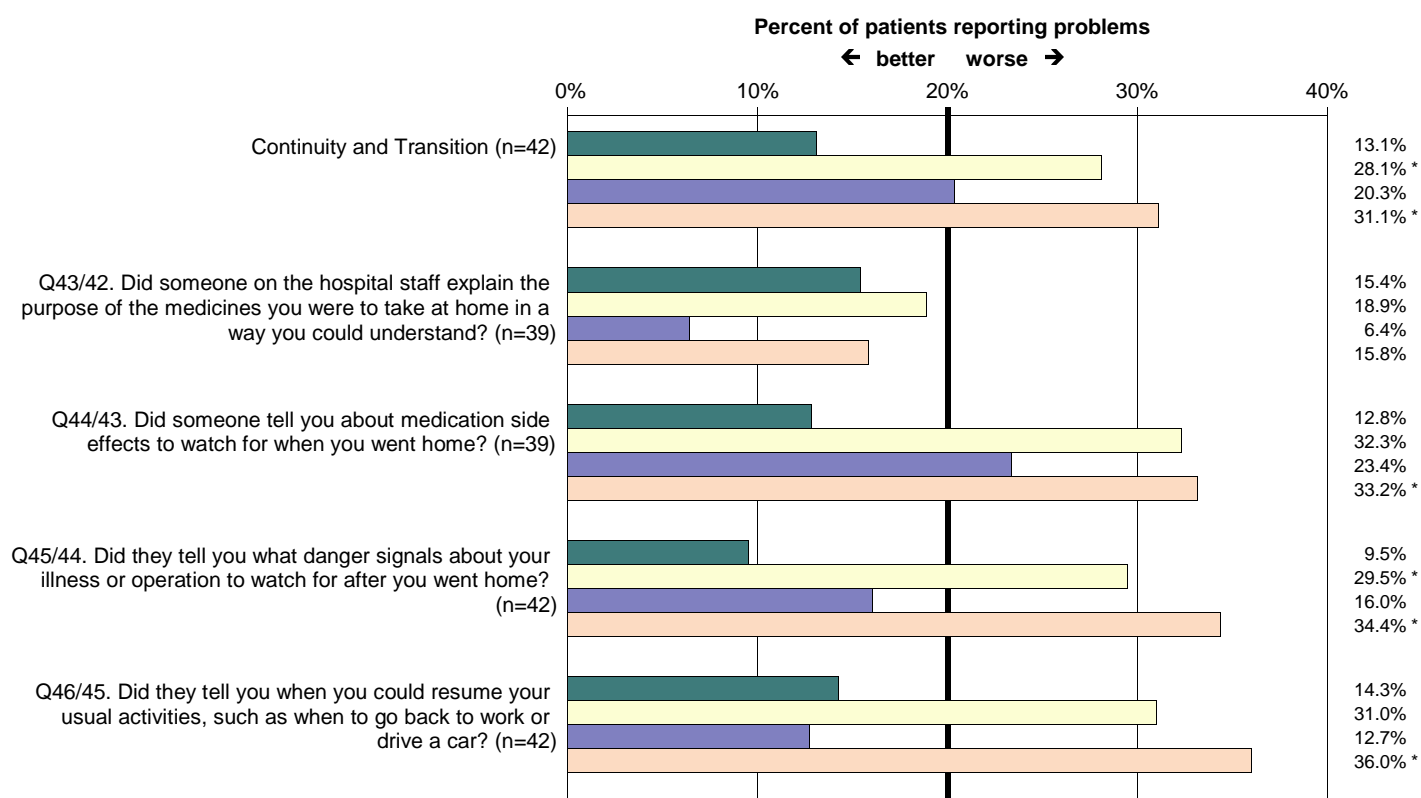
Patients discharged: July 2001 - September 2001

TAFB Childbirth
 MHS average
 Picker Teaching benchmark
 Picker Teaching average

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Childbirth Comparisons

Continuity and Transition



* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

■ TAFB Childbirth
■ MHS average
■ Picker Teaching benchmark
■ Picker Teaching average

60th Medical Group - Travis Air Force Base

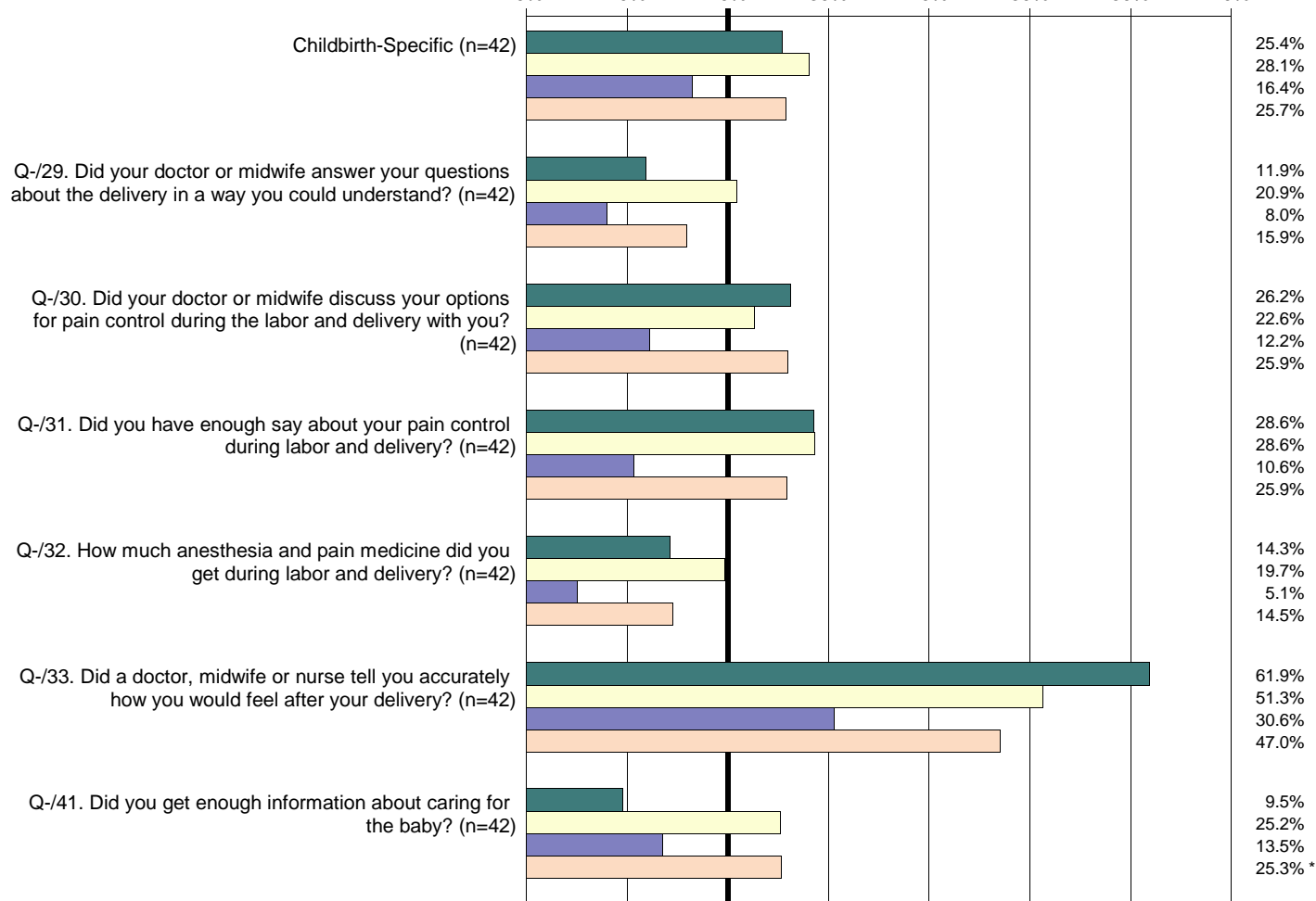
Adult Inpatient Survey - Childbirth Comparisons

Childbirth-Specific

Percent of patients reporting problems

← better worse →

0% 10% 20% 30% 40% 50% 60% 70%



* Significantly different from TAFB problem score

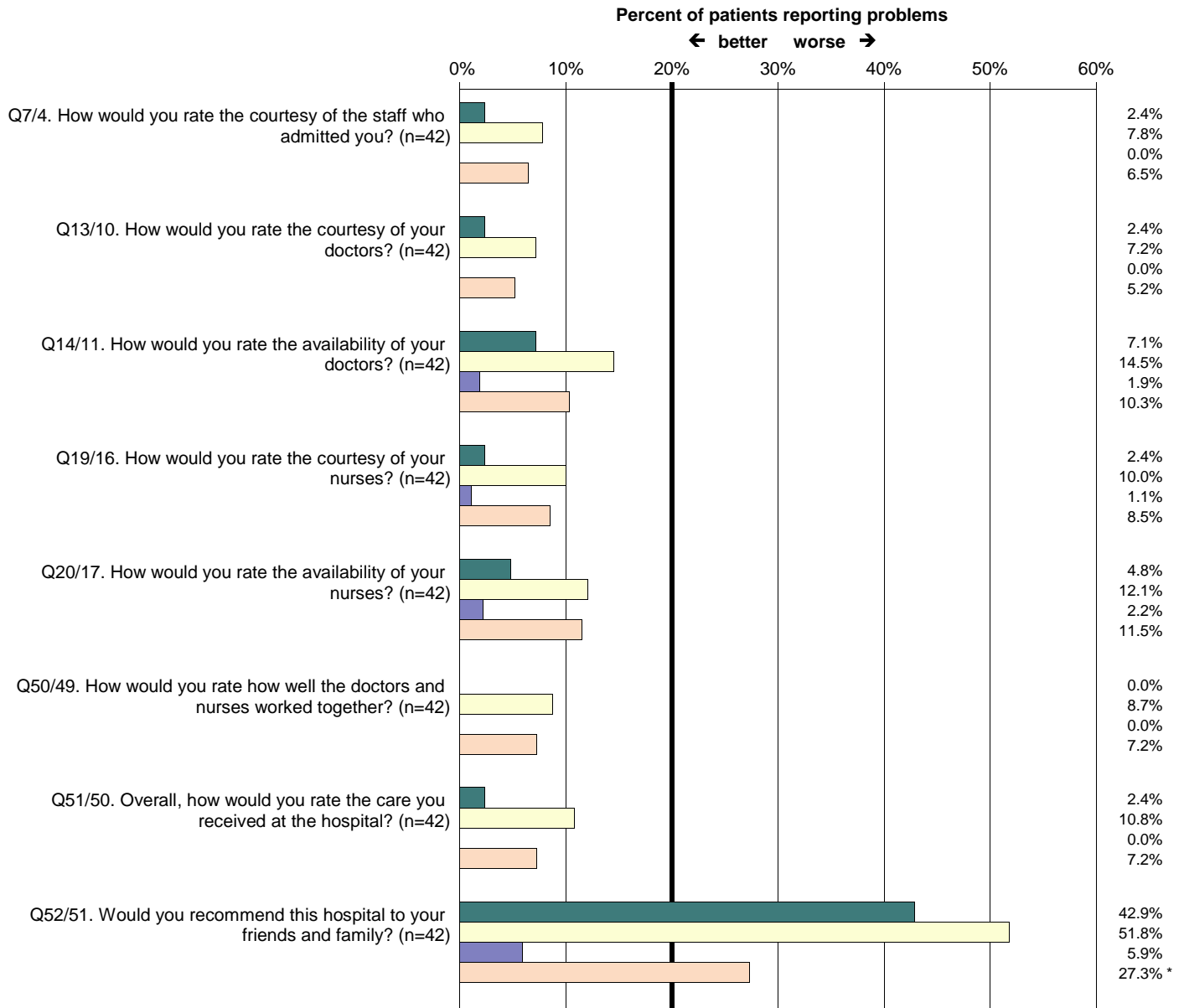
Patients discharged: July 2001 - September 2001

■ TAFB Childbirth
■ MHS average
■ Picker Teaching benchmark
■ Picker Teaching average

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Childbirth Comparisons

Overall Impression



* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

TAFB Childbirth
 MHS average
 Picker Teaching benchmark
 Picker Teaching average

60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Overall Comparisons

<i>Dimensions</i>	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
All Dimensions Combined	14.3%	223	0.606	High	20.5% *	12.5%	21.9% *
Respect for Patient Preferences	16.8%	223	0.549	High	21.5% *	10.9%	21.1% *
Coordination of Care	13.8%	223	0.499	High	20.7% *	10.5%	20.7% *
Information and Education	14.8%	223	0.512	High	21.7% *	12.8%	22.9% *
Physical Comfort	5.7%	223	0.394	Low	10.4% *	5.0%	10.7% *
Emotional Support	16.6%	223	0.544	High	24.2% *	15.6%	25.4% *
Involvement of Family and Friends	14.9%	223	0.348	Low	21.3% *	9.4%	22.1% *
Continuity and Transition	15.4%	223	0.377	Low	23.3% *	16.1%	28.7% *
Surgery-Specific	12.1%	85	0.312	Low	15.1%	11.7%	20.6% *
Childbirth-Specific	25.4%	42	0.006	Med	28.1%	16.4%	25.7%

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Overall Comparisons

<i>Respect for Patient Preferences</i>	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Respect for Patient Preferences	16.8%	223	0.549	High	21.5% *	10.9%	21.1% *
Q12/9. Did doctors talk in front of you as if you weren't there?	15.2%	223	0.353	Low	13.5%	4.2%	14.5%
Q18/15. Did nurses talk in front of you as if you weren't there?	9.9%	223	0.344	Low	12.5%	4.9%	14.6%
Q22/19. Did you have enough say about your treatment?	31.4%	223	0.370	Med	38.5%	23.9%	36.4%
Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?	10.8%	223	0.475	High	21.5%	5.1%	19.0% *

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Overall Comparisons

Coordination of Care	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Coordination of Care	13.8%	223	0.499	High	20.7% *	10.5%	20.7% *
Q2/-. How organized was the care you received in the emergency room?	11.2%	89	0.548	High	20.3%	7.8%	25.3% *
Q4/1. How organized was the admission process?	13.9%	223	0.452	High	21.6%	8.0%	21.0% *
Q5/2. Do you feel you had to wait an unnecessarily long time to go to your room?	11.2%	223	0.254	Low	17.4%	6.6%	23.0% *
Q8/5. Was there one particular doctor in charge of your care in the hospital?	12.1%	223	0.049	Low	16.5%	1.7%	12.9%
Q21/18. Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?	14.3%	223	0.256	Low	22.7%	8.5%	21.6% *
Q29/26. Were your scheduled tests and procedures performed on time?	20.2%	223	0.291	Med	25.6%	0.0%	25.3%

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Overall Comparisons

Information and Education	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Information and Education	14.8%	223	0.512	High	21.7% *	12.8%	22.9% *
Q3/-. While you were in the emergency room, did you get enough information about your medical condition and treatment?	23.3%	90	0.491	Top	32.7%	15.4%	38.5% *
Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	5.8%	223	0.232	Low	8.3%	2.5%	10.4%
Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?	13.0%	223	0.387	Low	22.3%	11.8%	23.8% *
Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	18.4%	223	0.390	Low	28.9%	13.1%	29.4% *
Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	20.2%	223	0.356	Med	23.9%	12.7%	24.8%

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Overall Comparisons

Physical Comfort	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Physical Comfort	5.7%	223	0.394	Low	10.4% *	5.0%	10.7% *
Q26/23. When you needed help getting to the bathroom, did you get it in time?	11.2%	223	0.315	Low	16.2%	8.8%	20.3% *
Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?	1.3%	223	0.083	Low	3.1%	0.0%	4.1%
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	2.7%	223	0.158	Low	5.9%	0.5%	4.7%
Q36/39. Do you think that the hospital staff did everything they could to help control your pain?	9.0%	223	0.382	Low	19.6% *	9.1%	17.7% *
Q37/40. Overall, how much pain medicine did you get?	4.5%	223	0.155	Low	7.1%	1.5%	6.8%

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Overall Comparisons

<i>Emotional Support</i>	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Emotional Support	16.6%	223	0.544	High	24.2% *	15.6%	25.4% *
Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?	15.7%	223	0.375	Low	20.5%	11.1%	23.0% *
Q11/8. Did you have confidence and trust in the doctors treating you?	12.6%	223	0.462	High	21.0%	6.6%	16.9%
Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	21.1%	223	0.323	Med	29.9%	17.0%	31.6% *
Q17/14. Did you have confidence and trust in the nurses treating you?	17.5%	223	0.381	Low	29.8%	14.9%	29.3% *
Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	23.3%	223	0.452	Top	34.0%	19.4%	33.9% *
Q49/48. Did you get as much help as you wanted from someone on the hospital staff in figuring out how to pay your hospital bill?	9.4%	223	0.165	Low	9.8%	0.0%	17.6% *

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Overall Comparisons

<i>Involvement of Family and Friends</i>	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Involvement of Family and Friends	14.9%	223	0.348	Low	21.3% *	9.4%	22.1% *
Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?	21.5%	223	0.260	Med	27.8%	15.4%	27.7%
Q24/21. How much information about your condition or treatment was given to your family or someone close to you?	3.6%	223	0.312	Low	8.5%	0.9%	9.1% *
Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?	19.7%	223	0.259	Low	27.4%	12.0%	29.5% *

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Overall Comparisons

<i>Continuity and Transition</i>	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Continuity and Transition	15.4%	223	0.377	Low	23.3% *	16.1%	28.7% *
Q43/42. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?	7.8%	218	0.263	Low	14.0%	3.7%	14.7% *
Q44/43. Did someone tell you about medication side effects to watch for when you went home?	18.4%	217	0.215	Low	26.0%	17.3%	31.6% *
Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?	17.9%	223	0.335	Low	25.6%	15.4%	32.0% *
Q46/45. Did they tell you when you could resume your usual activities, such as when to go back to work or drive a car?	17.0%	223	0.325	Low	26.3%	13.1%	34.4% *

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Overall Comparisons

<i>Surgery-Specific</i>	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Surgery-Specific	12.1%	85	0.312	Low	15.1%	11.7%	20.6% *
Q39/-. Did the surgeon explain the risks and benefits of the surgery in a way you could understand?	4.7%	85	0.116	Low	7.1%	4.1%	12.0%
Q40/-. Did the surgeon or any of your other doctors answer your questions about the surgery in a way you could understand?	8.2%	85	0.114	Low	8.2%	3.8%	13.3%
Q41/-. Did a doctor or nurse tell you accurately how you would feel after surgery?	22.4%	85	0.423	Top	31.4%	24.6%	38.4% *
Q42/-. Were the results of the surgery explained in a way you could understand?	12.9%	85	0.237	Low	13.6%	8.8%	18.7%

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Overall Comparisons

Childbirth-Specific	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Childbirth-Specific	25.4%	42	0.006	Med	28.1%	16.4%	25.7%
Q-/29. Did your doctor or midwife answer your questions about the delivery in a way you could understand?	11.9%	42	-0.083	Low	20.9%	8.0%	15.8%
Q-/30. Did your doctor or midwife discuss your options for pain control during the labor and delivery with you?	26.2%	42	0.047	Med	22.6%	12.2%	25.8%
Q-/31. Did you have enough say about your pain control during labor and delivery?	28.6%	42	-0.084	Med	28.6%	10.6%	25.8%
Q-/32. How much anesthesia and pain medicine did you get during labor and delivery?	14.3%	42	-0.054	Low	19.7%	5.1%	14.5%
Q-/33. Did a doctor, midwife or nurse tell you accurately how you would feel after your delivery?	61.9%	42	0.013	Med	51.3%	30.6%	46.9%
Q-/41. Did you get enough information about caring for the baby?	9.5%	42	0.221	Low	25.2%	13.5%	25.3% *

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Overall Comparisons

Overall Impression	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Q7/4. How would you rate the courtesy of the staff who admitted you?	4.0%	223	0.407	High	5.0%	0.0%	6.3%
Q13/10. How would you rate the courtesy of your doctors?	2.7%	223	0.594	High	4.9%	0.8%	5.0%
Q14/11. How would you rate the availability of your doctors?	4.9%	223	0.488	High	11.2%	0.9%	11.4% *
Q19/16. How would you rate the courtesy of your nurses?	4.0%	223	0.602	High	6.9%	1.3%	8.5%
Q20/17. How would you rate the availability of your nurses?	5.4%	223	0.596	High	9.8%	5.4%	14.0% *
Q50/49. How would you rate how well the doctors and nurses worked together?	2.7%	223	0.514	High	6.1%	0.0%	7.6% *
Q51/50. Overall, how would you rate the care you received at the hospital?	2.7%	223	--	--	7.3%	0.8%	8.5% *
Q52/51. Would you recommend this hospital to your friends and family?	17.5%	223	0.567	High	36.1% *	5.0%	26.1% *

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Medicine Comparisons

<i>Dimensions</i>	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
All Dimensions Combined	15.4%	93	0.694	High	20.6% *	14.5%	23.9% *
Respect for Patient Preferences	18.8%	93	0.597	High	21.1%	12.7%	22.7%
Coordination of Care	15.7%	93	0.651	High	20.8% *	14.0%	25.2% *
Information and Education	19.2%	93	0.616	High	24.3%	14.7%	28.3% *
Physical Comfort	4.5%	93	0.379	Low	8.9% *	4.7%	10.1% *
Emotional Support	18.6%	93	0.629	High	24.3%	15.2%	28.3% *
Involvement of Family and Friends	14.3%	93	0.453	High	20.2% *	11.4%	22.3% *
Continuity and Transition	16.7%	93	0.527	High	24.3% *	17.2%	30.3% *

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Medicine Comparisons

<i>Respect for Patient Preferences</i>	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Respect for Patient Preferences	18.8%	93	0.597	High	21.1%	12.7%	22.7%
Q12/9. Did doctors talk in front of you as if you weren't there?	17.2%	93	0.397	Low	16.2%	4.3%	16.1%
Q18/15. Did nurses talk in front of you as if you weren't there?	10.8%	93	0.521	High	11.0%	4.6%	14.6%
Q22/19. Did you have enough say about your treatment?	34.4%	93	0.400	Med	41.5%	27.5%	41.9%
Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?	12.9%	93	0.470	High	15.9%	6.6%	18.2%

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Medicine Comparisons

Coordination of Care	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Coordination of Care	15.7%	93	0.651	High	20.8% *	14.0%	25.2% *
Q2/- . How organized was the care you received in the emergency room?	11.4%	70	0.619	High	19.4%	7.8%	26.0% *
Q4/1 . How organized was the admission process?	10.8%	93	0.702	High	19.7%	10.3%	24.8% *
Q5/2 . Do you feel you had to wait an unnecessarily long time to go to your room?	15.1%	93	0.351	Low	23.2%	12.3%	35.5% *
Q8/5 . Was there one particular doctor in charge of your care in the hospital?	16.1%	93	0.011	Low	17.5%	1.3%	14.6%
Q21/18 . Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?	14.0%	93	0.307	Low	18.2%	9.8%	21.6%
Q29/26 . Were your scheduled tests and procedures performed on time?	28.0%	93	0.385	Med	27.1%	16.7%	30.6%

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Medicine Comparisons

Information and Education	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Information and Education	19.2%	93	0.616	High	24.3%	14.7%	28.3% *
Q3/-. While you were in the emergency room, did you get enough information about your medical condition and treatment?	22.9%	70	0.605	Top	32.6%	26.5%	40.8% *
Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	7.5%	93	0.343	Low	12.3%	5.2%	15.9% *
Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?	18.3%	93	0.437	High	24.9%	13.0%	29.3% *
Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	22.6%	93	0.386	Med	26.4%	9.1%	30.3%
Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	26.9%	93	0.538	Top	27.9%	14.5%	31.1%

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Medicine Comparisons

Physical Comfort	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Physical Comfort	4.5%	93	0.379	Low	8.9% *	4.7%	10.1% *
Q26/23. When you needed help getting to the bathroom, did you get it in time?	10.8%	93	0.431	High	13.4%	9.8%	19.7%
Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?	2.2%	93	-0.028	Low	2.8%	0.0%	4.0%
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	1.1%	93	0.048	Low	5.3%	0.0%	4.9%
Q36/39. Do you think that the hospital staff did everything they could to help control your pain?	7.5%	93	0.343	Low	17.1%	5.5%	16.0% *
Q37/40. Overall, how much pain medicine did you get?	1.1%	93	-0.087	Low	5.9%	0.7%	5.9%

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Medicine Comparisons

<i>Emotional Support</i>	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Emotional Support	18.6%	93	0.629	High	24.3%	15.2%	28.3% *
Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?	18.3%	93	0.510	High	23.7%	8.0%	28.2%
Q11/8. Did you have confidence and trust in the doctors treating you?	11.8%	93	0.646	High	22.0%	5.2%	21.7% *
Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	28.0%	93	0.322	Med	29.7%	19.5%	34.7%
Q17/14. Did you have confidence and trust in the nurses treating you?	16.1%	93	0.432	High	25.2%	13.0%	28.1% *
Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	24.7%	93	0.496	Top	33.3%	16.9%	37.2% *
Q49/48. Did you get as much help as you wanted from someone on the hospital staff in figuring out how to pay your hospital bill?	12.9%	93	0.303	Low	11.8%	3.9%	19.7%

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Medicine Comparisons

<i>Involvement of Family and Friends</i>	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Involvement of Family and Friends	14.3%	93	0.453	High	20.2% *	11.4%	22.3% *
Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?	20.4%	93	0.374	Med	27.0%	16.3%	29.8%
Q24/21. How much information about your condition or treatment was given to your family or someone close to you?	3.2%	93	0.399	Low	10.2%	3.4%	11.1% *
Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?	19.4%	93	0.298	Low	23.3%	11.8%	26.2%

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Medicine Comparisons

<i>Continuity and Transition</i>	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Continuity and Transition	16.7%	93	0.527	High	24.3% *	17.2%	30.3% *
Q43/42. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?	7.6%	92	0.451	High	13.8%	7.1%	15.4%
Q44/43. Did someone tell you about medication side effects to watch for when you went home?	15.4%	91	0.476	High	24.6%	15.2%	32.1% *
Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?	22.6%	93	0.386	Med	28.1%	16.9%	34.4% *
Q46/45. Did they tell you when you could resume your usual activities, such as when to go back to work or drive a car?	21.5%	93	0.449	Top	29.3%	20.9%	37.3% *

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Medicine Comparisons

Overall Impression	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Q7/4. How would you rate the courtesy of the staff who admitted you?	6.5%	93	0.689	High	4.1%	0.0%	7.8%
Q13/10. How would you rate the courtesy of your doctors?	5.4%	93	0.729	High	5.5%	0.0%	6.4%
Q14/11. How would you rate the availability of your doctors?	5.4%	93	0.729	High	12.4%	2.7%	14.6% *
Q19/16. How would you rate the courtesy of your nurses?	5.4%	93	0.729	High	5.2%	0.0%	8.3%
Q20/17. How would you rate the availability of your nurses?	7.5%	93	0.661	High	8.6%	3.5%	14.6%
Q50/49. How would you rate how well the doctors and nurses worked together?	6.5%	93	0.689	High	5.9%	0.0%	8.8%
Q51/50. Overall, how would you rate the care you received at the hospital?	5.4%	93	--	--	6.8%	1.1%	9.4%
Q52/51. Would you recommend this hospital to your friends and family?	15.1%	93	0.626	High	29.4%	10.4%	26.8% *

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Surgery Comparisons

<i>Dimensions</i>	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
All Dimensions Combined	10.6%	88	0.467	High	15.6% *	11.8%	19.5% *
Respect for Patient Preferences	11.9%	88	0.385	Low	16.5% *	9.2%	19.0% *
Coordination of Care	8.0%	88	0.219	Low	14.9% *	8.6%	17.2% *
Information and Education	9.4%	88	0.288	Low	16.1% *	11.5%	20.4% *
Physical Comfort	4.1%	88	0.484	High	9.6% *	4.0%	10.9% *
Emotional Support	11.9%	88	0.398	Low	19.2% *	12.8%	23.5% *
Involvement of Family and Friends	11.7%	88	0.339	Low	15.3%	8.7%	19.0% *
Continuity and Transition	15.1%	88	0.314	Low	17.6%	15.2%	25.4% *
Surgery-Specific	12.1%	85	0.312	Low	15.1%	11.7%	20.6% *

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Surgery Comparisons

<i>Respect for Patient Preferences</i>	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Respect for Patient Preferences	11.9%	88	0.385	Low	16.5% *	9.2%	19.0% *
Q12/9. Did doctors talk in front of you as if you weren't there?	8.0%	88	0.057	Low	9.4%	1.2%	11.4%
Q18/15. Did nurses talk in front of you as if you weren't there?	9.1%	88	0.254	Low	11.1%	3.2%	13.0%
Q22/19. Did you have enough say about your treatment?	22.7%	88	0.260	Med	29.4%	17.8%	33.7%
Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?	8.0%	88	0.423	High	16.3%	5.7%	17.8% *

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Surgery Comparisons

Coordination of Care	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Coordination of Care	8.0%	88	0.219	Low	14.9% *	8.6%	17.2% *
Q2/- . How organized was the care you received in the emergency room?	10.5%	19	0.244	Low	17.4%	20.8%	24.8%
Q4/1 . How organized was the admission process?	9.1%	88	0.118	Low	18.0%	5.9%	17.9%
Q5/2 . Do you feel you had to wait an unnecessarily long time to go to your room?	6.8%	88	0.057	Low	11.1%	5.6%	18.5% *
Q8/5 . Was there one particular doctor in charge of your care in the hospital?	3.4%	88	-0.088	Low	7.9%	0.7%	9.4%
Q21/18 . Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?	11.4%	88	0.342	Low	14.7%	3.7%	17.0%
Q29/26 . Were your scheduled tests and procedures performed on time?	10.2%	88	0.013	Low	21.6%	9.7%	23.2% *

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Surgery Comparisons

Information and Education	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Information and Education	9.4%	88	0.288	Low	16.1% *	11.5%	20.4% *
Q3/-. While you were in the emergency room, did you get enough information about your medical condition and treatment?	25.0%	20	0.000	Med	26.5%	27.3%	33.9%
Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	4.5%	88	-0.102	Low	5.1%	1.8%	9.2%
Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?	6.8%	88	0.284	Low	14.3%	6.5%	20.2% *
Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	13.6%	88	0.419	High	24.5%	13.0%	28.5% *
Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	10.2%	88	0.013	Low	16.9%	7.8%	21.5% *

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Surgery Comparisons

Physical Comfort	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Physical Comfort	4.1%	88	0.484	High	9.6% *	4.0%	10.9% *
Q26/23. When you needed help getting to the bathroom, did you get it in time?	9.1%	88	0.254	Low	16.5%	7.8%	21.7% *
Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?	1.1%	88	0.385	Low	3.7%	0.0%	4.3%
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	2.3%	88	0.238	Low	4.8%	0.0%	3.8%
Q36/39. Do you think that the hospital staff did everything they could to help control your pain?	4.5%	88	0.341	Low	17.3% *	4.1%	17.7% *
Q37/40. Overall, how much pain medicine did you get?	3.4%	88	0.547	High	5.8%	0.0%	7.0%

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Surgery Comparisons

<i>Emotional Support</i>	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Emotional Support	11.9%	88	0.398	Low	19.2% *	12.8%	23.5% *
Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?	10.2%	88	0.093	Low	13.0%	8.0%	19.3%
Q11/8. Did you have confidence and trust in the doctors treating you?	6.8%	88	0.284	Low	12.0%	2.9%	12.2%
Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	13.6%	88	0.285	Low	26.3%	13.9%	30.9% *
Q17/14. Did you have confidence and trust in the nurses treating you?	14.8%	88	0.456	High	28.3%	13.2%	29.8% *
Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	19.3%	88	0.318	Low	27.7%	13.3%	31.8% *
Q49/48. Did you get as much help as you wanted from someone on the hospital staff in figuring out how to pay your hospital bill?	6.8%	88	0.057	Low	7.8%	3.8%	16.9% *

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Surgery Comparisons

<i>Involvement of Family and Friends</i>	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Involvement of Family and Friends	11.7%	88	0.339	Low	15.3%	8.7%	19.0% *
Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?	17.0%	88	0.302	Low	20.8%	10.7%	24.4%
Q24/21. How much information about your condition or treatment was given to your family or someone close to you?	3.4%	88	0.238	Low	5.3%	1.1%	7.9%
Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?	14.8%	88	0.261	Low	19.6%	12.5%	24.8%

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Surgery Comparisons

<i>Continuity and Transition</i>	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Continuity and Transition	15.1%	88	0.314	Low	17.6%	15.2%	25.4% *
Q43/42. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?	4.6%	87	0.119	Low	10.3%	4.0%	13.2% *
Q44/43. Did someone tell you about medication side effects to watch for when you went home?	24.1%	87	0.169	Med	21.8%	16.9%	29.3%
Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?	17.0%	88	0.341	Low	18.6%	15.7%	28.0% *
Q46/45. Did they tell you when you could resume your usual activities, such as when to go back to work or drive a car?	13.6%	88	0.285	Low	18.9%	16.7%	30.0% *

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Surgery Comparisons

<i>Surgery-Specific</i>	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Surgery-Specific	12.1%	85	0.312	Low	15.1%	11.7%	20.6% *
Q39/-. Did the surgeon explain the risks and benefits of the surgery in a way you could understand?	4.7%	85	0.116	Low	7.1%	4.1%	12.0%
Q40/-. Did the surgeon or any of your other doctors answer your questions about the surgery in a way you could understand?	8.2%	85	0.114	Low	8.2%	3.8%	13.3%
Q41/-. Did a doctor or nurse tell you accurately how you would feel after surgery?	22.4%	85	0.423	Top	31.4%	24.6%	38.4% *
Q42/-. Were the results of the surgery explained in a way you could understand?	12.9%	85	0.237	Low	13.6%	8.8%	18.7%

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Surgery Comparisons

Overall Impression	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Q7/4. How would you rate the courtesy of the staff who admitted you?	2.3%	88	0.084	Low	2.8%	0.0%	5.0%
Q13/10. How would you rate the courtesy of your doctors?	0.0%	88		Low	1.6%	0.0%	3.6%
Q14/11. How would you rate the availability of your doctors?	3.4%	88	0.293	Low	6.4%	0.0%	9.6%
Q19/16. How would you rate the courtesy of your nurses?	3.4%	88	0.674	High	5.7%	1.0%	8.8%
Q20/17. How would you rate the availability of your nurses?	3.4%	88	0.674	High	9.9%	4.3%	15.0% *
Q50/49. How would you rate how well the doctors and nurses worked together?	0.0%	88		Low	4.1%	0.0%	7.2% *
Q51/50. Overall, how would you rate the care you received at the hospital?	0.0%	88	--	--	4.9% *	1.1%	8.6% *
Q52/51. Would you recommend this hospital to your friends and family?	8.0%	88	0.374	Low	26.7% *	5.9%	25.8% *

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Childbirth Comparisons

<i>Dimensions</i>	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
All Dimensions Combined	19.5%	42	0.393	Low	25.6% *	13.2%	22.7%
Respect for Patient Preferences	22.6%	42	0.490	Top	26.5%	9.4%	22.1%
Coordination of Care	21.9%	42	0.190	Med	26.9%	9.6%	20.2%
Information and Education	16.1%	42	0.331	Low	23.9% *	8.5%	19.4%
Physical Comfort	11.9%	42	0.320	Low	13.1%	3.5%	11.2%
Emotional Support	21.8%	42	0.390	Med	28.3%	12.7%	24.6%
Involvement of Family and Friends	23.0%	42	0.036	Med	29.6%	19.5%	26.7%
Continuity and Transition	13.1%	42	0.131	Low	28.1% *	20.3%	31.1% *
Childbirth-Specific	25.4%	42	0.006	Med	28.1%	16.4%	25.7%

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Childbirth Comparisons

<i>Respect for Patient Preferences</i>	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Respect for Patient Preferences	22.6%	42	0.490	Top	26.5%	9.4%	22.1%
Q12/9. Did doctors talk in front of you as if you weren't there?	26.2%	42	0.349	Med	15.4%	6.1%	16.2%
Q18/15. Did nurses talk in front of you as if you weren't there?	9.5%	42	0.108	Low	15.2%	4.7%	16.3%
Q22/19. Did you have enough say about your treatment?	42.9%	42	0.287	Med	42.6%	15.5%	32.8%
Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?	11.9%	42	0.532	High	33.0% *	7.8%	22.8%

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Childbirth Comparisons

Coordination of Care	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Coordination of Care	21.9%	42	0.190	Med	26.9%	9.6%	20.2%
Q4/1. How organized was the admission process?	31.0%	42	0.294	Med	27.2%	1.2%	21.0%
Q5/2. Do you feel you had to wait an unnecessarily long time to go to your room?	11.9%	42	0.122	Low	16.1%	0.0%	12.9%
Q8/5. Was there one particular doctor in charge of your care in the hospital?	21.4%	42	-0.069	Med	26.8%	5.3%	16.4%
Q21/18. Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?	21.4%	42	0.012	Med	36.1%	8.0%	28.7%
Q29/26. Were your scheduled tests and procedures performed on time?	23.8%	42	0.108	Med	28.6%	7.1%	21.8%

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Childbirth Comparisons

Information and Education	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Information and Education	16.1%	42	0.331	Low	23.9% *	8.5%	19.4%
Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	4.8%	42	0.386	Low	6.7%	0.0%	5.0%
Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?	14.3%	42	0.230	Low	27.3%	10.0%	22.2%
Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	19.0%	42	0.330	Low	35.3%	7.1%	30.0%
Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	26.2%	42	0.047	Med	26.2%	8.1%	20.4%

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Childbirth Comparisons

Physical Comfort	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Physical Comfort	11.9%	42	0.320	Low	13.1%	3.5%	11.2%
Q26/23. When you needed help getting to the bathroom, did you get it in time?	16.7%	42	0.148	Low	19.9%	7.3%	18.3%
Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?	0.0%	42		Low	3.2%	0.0%	3.7%
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	7.1%	42	0.221	Low	7.7%	0.0%	5.5%
Q36/39. Do you think that the hospital staff did everything they could to help control your pain?	21.4%	42	0.416	Top	24.7%	5.9%	20.5%
Q37/40. Overall, how much pain medicine did you get?	14.3%	42	0.041	Low	9.7%	1.4%	7.9%

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Childbirth Comparisons

<i>Emotional Support</i>	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Emotional Support	21.8%	42	0.390	Med	28.3%	12.7%	24.6%
Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?	21.4%	42	0.254	Med	23.5%	11.5%	21.7%
Q11/8. Did you have confidence and trust in the doctors treating you?	26.2%	42	0.198	Med	28.9%	5.3%	18.5%
Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	21.4%	42	0.254	Med	32.6%	10.6%	28.3%
Q17/14. Did you have confidence and trust in the nurses treating you?	26.2%	42	0.198	Med	36.6%	10.6%	31.2%
Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	28.6%	42	0.504	Top	40.0%	16.6%	32.9%
Q49/48. Did you get as much help as you wanted from someone on the hospital staff in figuring out how to pay your hospital bill?	7.1%	42	-0.166	Low	8.4%	3.4%	14.6%

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Childbirth Comparisons

<i>Involvement of Family and Friends</i>	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Involvement of Family and Friends	23.0%	42	0.036	Med	29.6%	19.5%	26.7%
Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?	33.3%	42	-0.117	Med	35.5%	16.3%	29.9%
Q24/21. How much information about your condition or treatment was given to your family or someone close to you?	4.8%	42	0.230	Low	9.6%	0.9%	8.8%
Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?	31.0%	42	0.079	Med	43.7%	30.3%	41.0%

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

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60th Medical Group - Travis Air Force Base
Adult Inpatient Survey - Childbirth Comparisons

<i>Continuity and Transition</i>	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Continuity and Transition	13.1%	42	0.131	Low	28.1% *	20.3%	31.1% *
Q43/42. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?	15.4%	39	-0.031	Low	18.9%	6.4%	15.8%
Q44/43. Did someone tell you about medication side effects to watch for when you went home?	12.8%	39	-0.063	Low	32.3%	23.4%	33.2% *
Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?	9.5%	42	0.334	Low	29.5% *	16.0%	34.4% *
Q46/45. Did they tell you when you could resume your usual activities, such as when to go back to work or drive a car?	14.3%	42	0.041	Low	31.0%	12.7%	36.0% *

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Childbirth Comparisons

Childbirth-Specific	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Childbirth-Specific	25.4%	42	0.006	Med	28.1%	16.4%	25.7%
Q-/29. Did your doctor or midwife answer your questions about the delivery in a way you could understand?	11.9%	42	-0.083	Low	20.9%	8.0%	15.9%
Q-/30. Did your doctor or midwife discuss your options for pain control during the labor and delivery with you?	26.2%	42	0.047	Med	22.6%	12.2%	25.9%
Q-/31. Did you have enough say about your pain control during labor and delivery?	28.6%	42	-0.084	Med	28.6%	10.6%	25.9%
Q-/32. How much anesthesia and pain medicine did you get during labor and delivery?	14.3%	42	-0.054	Low	19.7%	5.1%	14.5%
Q-/33. Did a doctor, midwife or nurse tell you accurately how you would feel after your delivery?	61.9%	42	0.013	Med	51.3%	30.6%	47.0%
Q-/41. Did you get enough information about caring for the baby?	9.5%	42	0.221	Low	25.2%	13.5%	25.3% *

* Significantly different from TAFB problem score

Patients discharged: July 2001 - September 2001

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60th Medical Group - Travis Air Force Base

Adult Inpatient Survey - Childbirth Comparisons

Overall Impression	TAFB PROBLEM SCORE	TAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Q7/4. How would you rate the courtesy of the staff who admitted you?	2.4%	42	-0.166	Low	7.8%	0.0%	6.5%
Q13/10. How would you rate the courtesy of your doctors?	2.4%	42	0.487	High	7.2%	0.0%	5.2%
Q14/11. How would you rate the availability of your doctors?	7.1%	42	0.221	Low	14.5%	1.9%	10.3%
Q19/16. How would you rate the courtesy of your nurses?	2.4%	42	0.270	Low	10.0%	1.1%	8.5%
Q20/17. How would you rate the availability of your nurses?	4.8%	42	0.386	Low	12.1%	2.2%	11.5%
Q50/49. How would you rate how well the doctors and nurses worked together?	0.0%	42		Low	8.7%	0.0%	7.2%
Q51/50. Overall, how would you rate the care you received at the hospital?	2.4%	42	--	--	10.8%	0.0%	7.2%
Q52/51. Would you recommend this hospital to your friends and family?	42.9%	42	0.556	Top	51.8%	5.9%	27.3% *

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Patients discharged: July 2001 - September 2001

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